


<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30				1. REQUISITION NUMBER SEE SCHEDULE		PAGE 1 OF 96	
2. CONTRACT NO. N68836-13-C-0067-P00007		3. AWARD/EFFECTIVE DATE 28-Sep-2013		4. ORDER NUMBER		5. SOLICITATION NUMBER	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME				b. TELEPHONE NUMBER (No Collect Calls)	
9. ISSUED BY NAVSUP FLC JACKSONVILLE ISSOP DIVISION BUYER: LAWRENCE MARK BLDG 110 3RD FLOOR NAS JACKSONVILLE FL 32212-0097  TEL: 904-542-4326 FAX: 904-542-1098		CODE N68836		10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED <input checked="" type="checkbox"/> SET ASIDE: 100% FOR <input type="checkbox"/> SB <input type="checkbox"/> HUBZONE SB <input checked="" type="checkbox"/> 8(A) <input type="checkbox"/> SVC-DISABLED VET-OWNED SB <input type="checkbox"/> EMERGING SB SIZE STD: \$7.0M NAICS: 561110		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE  13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING 14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
15. DELIVER TO  <b>SEE SCHEDULE</b>		CODE		16. ADMINISTERED BY  <b>SEE ITEM 9</b>			
17a. CONTRACTOR/OFFEROR ANTHONY & ASSOCIATES, INC. MICHELLE ANTHONY 1111 S MARIETTA PKWY SE STE A MARIETTA GA 30060-2147  TEL. (770)590-7570		CODE 1CDF7		18a. PAYMENT WILL BE MADE BY DFAS COLUMBUS CENTER SOUTH ENTITLEMENT O P.O. BOX 182264 COLUMBUS OH 43218-2264		CODE HQ0338	
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED <input checked="" type="checkbox"/> SEE ADDENDUM					
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	<b>SEE SCHEDULE</b>						
25. ACCOUNTING AND APPROPRIATION DATA  <b>See Schedule</b>						26. TOTAL AWARD AMOUNT (For Govt. Use Only)  <b>\$6,761,456.46</b>	
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1. 52.212-4. FAR 52.212-3. 52.212-5 ARE ATTACHED.    ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED <input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED.    ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED							
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN <u>0</u> COPIES <input type="checkbox"/> TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.				29. AWARD OF CONTRACT: REFERENCE <input type="checkbox"/> OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)  		31c. DATE SIGNED  28-Sep-2013	
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)  LAUREN E. ORROK / DIRECTOR, ISSOP CONTRACTING  TEL: 904-542-4840                      EMAIL: lauren.orrok@navy.mil			

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS (CONTINUED)					PAGE 2 OF 96	
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT	
	SEE SCHEDULE					
32a. QUANTITY IN COLUMN 21 HAS BEEN <input type="checkbox"/> RECEIVED <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____						
32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE			
32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE			32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE			
			32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE			
33. SHIP NUMBER		34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR		36. PAYMENT	
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL					<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	
38. S/R ACCOUNT NUMBER		39. S/R VOUCHER NUMBER	40. PAID BY			
41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		41c. DATE	42a. RECEIVED BY <i>(Print)</i>			
			42b. RECEIVED AT <i>(Location)</i>			
			42c. DATE REC'D <i>(YY/MM/DD)</i>		42d. TOTAL CONTAINERS	

## Section SF 30 - BLOCK 14 CONTINUATION PAGE

ASSIGNMENT OF CLAIMS

Pursuant to FAR Clause 52.212-4(b) Assignment (FAR Subpart 32.8 Assignment of Claims), the attached Notice of Assignment is incorporated into the subject contract. All monies due or to become due to Anthony & Associates, Inc. under contract N68836-13-C-0067 and all modifications thereto shall be assigned to: FEDERAL NATIONAL PAYABLES, INC.

**If Via Money Transfer or ACH:**

ABA # 052001633

A/C # 3933345512

CCR: 1N9Z8

**If Mailed:**

Federal National Payables, Inc.

P.O. Box 403826

Atlanta, GA 30384-3826

**If Federal Express:**

Federal National Payables, Inc.

7315 Wisconsin Ave, #820W

Bethesda, MD 20814

SCA WAGE DETERMINATION TABLE

WD 05-2103 (Rev.-14) was first posted on www.wdol.gov on 08/05/2014

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REGISTER OF WAGE DETERMINATIONS UNDER  
THE SERVICE CONTRACT ACT  
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR  
EMPLOYMENT STANDARDS ADMINISTRATION  
WAGE AND HOUR DIVISION  
WASHINGTON D.C. 20210

Diane C. Koplewski Division of  
Director Wage Determinations

Wage Determination No.: 2005-2103  
Revision No.: 14  
Date Of Revision: 07/25/2014

States: District of Columbia, Maryland, Virginia

Area: District of Columbia Statewide  
Maryland Counties of Calvert, Charles, Frederick, Montgomery, Prince  
George's, St Mary's  
Virginia Counties of Alexandria, Arlington, Fairfax, Falls Church, Fauquier,  
King George, Loudoun, Prince William, Stafford

**Fringe Benefits Required Follow the Occupational Listing**		
OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		15.08
01012 - Accounting Clerk II		16.92
01013 - Accounting Clerk III		22.30
01020 - Administrative Assistant		31.41
01040 - Court Reporter		21.84
01051 - Data Entry Operator I		14.38
01052 - Data Entry Operator II		15.69
01060 - Dispatcher, Motor Vehicle		17.87
01070 - Document Preparation Clerk		14.21
01090 - Duplicating Machine Operator		14.21
01111 - General Clerk I		14.88
01112 - General Clerk II		16.24
01113 - General Clerk III		18.74

01120 - Housing Referral Assistant	25.29
01141 - Messenger Courier	13.62
01191 - Order Clerk I	15.12
01192 - Order Clerk II	16.50
01261 - Personnel Assistant (Employment) I	18.15
01262 - Personnel Assistant (Employment) II	20.32
01263 - Personnel Assistant (Employment) III	22.65
01270 - Production Control Clerk	22.03
01280 - Receptionist	14.43
01290 - Rental Clerk	16.55
01300 - Scheduler, Maintenance	18.07
01311 - Secretary I	18.07
01312 - Secretary II	20.18
01313 - Secretary III	25.29
01320 - Service Order Dispatcher	16.98
01410 - Supply Technician	28.55
01420 - Survey Worker	20.03
01531 - Travel Clerk I	13.29
01532 - Travel Clerk II	14.36
01533 - Travel Clerk III	15.49
01611 - Word Processor I	15.63
01612 - Word Processor II	17.67
01613 - Word Processor III	19.95
05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer, Fiberglass	25.26
05010 - Automotive Electrician	23.51
05040 - Automotive Glass Installer	22.15
05070 - Automotive Worker	22.15
05110 - Mobile Equipment Servicer	19.04
05130 - Motor Equipment Metal Mechanic	24.78
05160 - Motor Equipment Metal Worker	22.15
05190 - Motor Vehicle Mechanic	24.78
05220 - Motor Vehicle Mechanic Helper	18.49
05250 - Motor Vehicle Upholstery Worker	21.63
05280 - Motor Vehicle Wrecker	22.15
05310 - Painter, Automotive	23.51
05340 - Radiator Repair Specialist	22.15
05370 - Tire Repairer	14.44
05400 - Transmission Repair Specialist	24.78
07000 - Food Preparation And Service Occupations	
07010 - Baker	13.85
07041 - Cook I	12.55
07042 - Cook II	14.60
07070 - Dishwasher	10.11
07130 - Food Service Worker	10.66
07210 - Meat Cutter	18.08
07260 - Waiter/Waitress	9.70
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	19.86
09040 - Furniture Handler	14.06
09080 - Furniture Refinisher	20.23
09090 - Furniture Refinisher Helper	15.52
09110 - Furniture Repairer, Minor	17.94
09130 - Upholsterer	19.86
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	10.54
11060 - Elevator Operator	10.54
11090 - Gardener	17.52
11122 - Housekeeping Aide	11.83
11150 - Janitor	11.83
11210 - Laborer, Grounds Maintenance	13.07
11240 - Maid or Houseman	11.26
11260 - Pruner	11.58
11270 - Tractor Operator	16.04
11330 - Trail Maintenance Worker	13.07
11360 - Window Cleaner	12.85
12000 - Health Occupations	
12010 - Ambulance Driver	20.41
12011 - Breath Alcohol Technician	20.27
12012 - Certified Occupational Therapist Assistant	23.11
12015 - Certified Physical Therapist Assistant	21.43
12020 - Dental Assistant	17.18
12025 - Dental Hygienist	44.75
12030 - EKG Technician	27.67

12035 - Electroneurodiagnostic Technologist	27.67
12040 - Emergency Medical Technician	20.41
12071 - Licensed Practical Nurse I	19.07
12072 - Licensed Practical Nurse II	21.35
12073 - Licensed Practical Nurse III	24.13
12100 - Medical Assistant	15.01
12130 - Medical Laboratory Technician	18.04
12160 - Medical Record Clerk	17.42
12190 - Medical Record Technician	19.50
12195 - Medical Transcriptionist	18.77
12210 - Nuclear Medicine Technologist	37.60
12221 - Nursing Assistant I	10.80
12222 - Nursing Assistant II	12.14
12223 - Nursing Assistant III	13.98
12224 - Nursing Assistant IV	15.69
12235 - Optical Dispenser	20.17
12236 - Optical Technician	15.80
12250 - Pharmacy Technician	18.12
12280 - Phlebotomist	15.69
12305 - Radiologic Technologist	31.11
12311 - Registered Nurse I	27.64
12312 - Registered Nurse II	33.44
12313 - Registered Nurse II, Specialist	33.44
12314 - Registered Nurse III	40.13
12315 - Registered Nurse III, Anesthetist	40.13
12316 - Registered Nurse IV	48.10
12317 - Scheduler (Drug and Alcohol Testing)	21.73
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	19.86
13012 - Exhibits Specialist II	24.61
13013 - Exhibits Specialist III	30.09
13041 - Illustrator I	20.48
13042 - Illustrator II	25.38
13043 - Illustrator III	31.03
13047 - Librarian	33.88
13050 - Library Aide/Clerk	14.21
13054 - Library Information Technology Systems Administrator	30.60
13058 - Library Technician	19.89
13061 - Media Specialist I	18.73
13062 - Media Specialist II	20.95
13063 - Media Specialist III	23.36
13071 - Photographer I	16.65
13072 - Photographer II	18.90
13073 - Photographer III	23.67
13074 - Photographer IV	28.65
13075 - Photographer V	33.76
13110 - Video Teleconference Technician	20.39
14000 - Information Technology Occupations	
14041 - Computer Operator I	18.92
14042 - Computer Operator II	21.18
14043 - Computer Operator III	23.60
14044 - Computer Operator IV	26.22
14045 - Computer Operator V	29.05
14071 - Computer Programmer I	(see 1) 26.36
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	18.92
14160 - Personal Computer Support Technician	26.22
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	36.47
15020 - Aircrew Training Devices Instructor (Rated)	44.06
15030 - Air Crew Training Devices Instructor (Pilot)	52.81
15050 - Computer Based Training Specialist / Instructor	36.47
15060 - Educational Technologist	35.31
15070 - Flight Instructor (Pilot)	52.81
15080 - Graphic Artist	26.80
15090 - Technical Instructor	25.08
15095 - Technical Instructor/Course Developer	30.67
15110 - Test Proctor	20.20

15120 - Tutor	20.20
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	9.88
16030 - Counter Attendant	9.88
16040 - Dry Cleaner	12.94
16070 - Finisher, Flatwork, Machine	9.88
16090 - Presser, Hand	9.88
16110 - Presser, Machine, Drycleaning	9.88
16130 - Presser, Machine, Shirts	9.88
16160 - Presser, Machine, Wearing Apparel, Laundry	9.88
16190 - Sewing Machine Operator	13.78
16220 - Tailor	14.66
16250 - Washer, Machine	10.88
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	21.14
19040 - Tool And Die Maker	23.38
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	18.02
21030 - Material Coordinator	22.03
21040 - Material Expediter	22.03
21050 - Material Handling Laborer	13.83
21071 - Order Filler	15.09
21080 - Production Line Worker (Food Processing)	18.02
21110 - Shipping Packer	15.09
21130 - Shipping/Receiving Clerk	15.09
21140 - Store Worker I	11.72
21150 - Stock Clerk	16.86
21210 - Tools And Parts Attendant	18.02
21410 - Warehouse Specialist	18.02
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	27.21
23021 - Aircraft Mechanic I	25.83
23022 - Aircraft Mechanic II	27.21
23023 - Aircraft Mechanic III	28.53
23040 - Aircraft Mechanic Helper	17.54
23050 - Aircraft, Painter	24.73
23060 - Aircraft Servicer	19.76
23080 - Aircraft Worker	21.01
23110 - Appliance Mechanic	21.75
23120 - Bicycle Repairer	14.43
23125 - Cable Splicer	26.02
23130 - Carpenter, Maintenance	21.40
23140 - Carpet Layer	20.49
23160 - Electrician, Maintenance	27.98
23181 - Electronics Technician Maintenance I	24.94
23182 - Electronics Technician Maintenance II	26.47
23183 - Electronics Technician Maintenance III	27.89
23260 - Fabric Worker	19.13
23290 - Fire Alarm System Mechanic	22.91
23310 - Fire Extinguisher Repairer	17.62
23311 - Fuel Distribution System Mechanic	22.81
23312 - Fuel Distribution System Operator	19.38
23370 - General Maintenance Worker	21.43
23380 - Ground Support Equipment Mechanic	25.83
23381 - Ground Support Equipment Servicer	19.76
23382 - Ground Support Equipment Worker	21.01
23391 - Gunsmith I	17.62
23392 - Gunsmith II	20.49
23393 - Gunsmith III	22.91
23410 - Heating, Ventilation And Air-Conditioning Mechanic	23.89
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	25.17
23430 - Heavy Equipment Mechanic	22.91
23440 - Heavy Equipment Operator	22.91
23460 - Instrument Mechanic	22.59
23465 - Laboratory/Shelter Mechanic	21.75
23470 - Laborer	14.98
23510 - Locksmith	21.90
23530 - Machinery Maintenance Mechanic	23.12
23550 - Machinist, Maintenance	22.91
23580 - Maintenance Trades Helper	18.27
23591 - Metrology Technician I	22.59
23592 - Metrology Technician II	23.80

23593 - Metrology Technician III	24.96
23640 - Millwright	28.19
23710 - Office Appliance Repairer	22.96
23760 - Painter, Maintenance	21.75
23790 - Pipefitter, Maintenance	24.63
23810 - Plumber, Maintenance	22.29
23820 - Pneudraulic Systems Mechanic	22.91
23850 - Rigger	22.91
23870 - Scale Mechanic	20.49
23890 - Sheet-Metal Worker, Maintenance	22.91
23910 - Small Engine Mechanic	20.49
23931 - Telecommunications Mechanic I	29.95
23932 - Telecommunications Mechanic II	31.55
23950 - Telephone Lineman	27.41
23960 - Welder, Combination, Maintenance	22.91
23965 - Well Driller	22.91
23970 - Woodcraft Worker	22.91
23980 - Woodworker	17.62
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	12.79
24580 - Child Care Center Clerk	17.77
24610 - Chore Aide	10.57
24620 - Family Readiness And Support Services Coordinator	16.90
24630 - Homemaker	18.43
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	27.30
25040 - Sewage Plant Operator	20.84
25070 - Stationary Engineer	27.30
25190 - Ventilation Equipment Tender	19.49
25210 - Water Treatment Plant Operator	20.84
27000 - Protective Service Occupations	
27004 - Alarm Monitor	20.57
27007 - Baggage Inspector	12.71
27008 - Corrections Officer	22.80
27010 - Court Security Officer	24.72
27030 - Detection Dog Handler	20.57
27040 - Detention Officer	22.80
27070 - Firefighter	24.63
27101 - Guard I	12.71
27102 - Guard II	20.57
27131 - Police Officer I	26.52
27132 - Police Officer II	29.67
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	13.59
28042 - Carnival Equipment Repairer	14.63
28043 - Carnival Equipment Worker	9.24
28210 - Gate Attendant/Gate Tender	13.01
28310 - Lifeguard	11.59
28350 - Park Attendant (Aide)	14.56
28510 - Recreation Aide/Health Facility Attendant	10.62
28515 - Recreation Specialist	18.04
28630 - Sports Official	11.59
28690 - Swimming Pool Operator	18.21
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	23.13
29020 - Hatch Tender	23.13
29030 - Line Handler	23.13
29041 - Stevedore I	21.31
29042 - Stevedore II	24.24
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	39.92
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	26.84
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	29.56
30021 - Archeological Technician I	20.19
30022 - Archeological Technician II	22.60
30023 - Archeological Technician III	27.98
30030 - Cartographic Technician	27.98
30040 - Civil Engineering Technician	26.41
30061 - Drafter/CAD Operator I	20.19
30062 - Drafter/CAD Operator II	22.60
30063 - Drafter/CAD Operator III	25.19
30064 - Drafter/CAD Operator IV	31.00
30081 - Engineering Technician I	22.92

30082 - Engineering Technician II	25.72
30083 - Engineering Technician III	28.79
30084 - Engineering Technician IV	35.64
30085 - Engineering Technician V	43.61
30086 - Engineering Technician VI	52.76
30090 - Environmental Technician	27.41
30210 - Laboratory Technician	23.38
30240 - Mathematical Technician	28.94
30361 - Paralegal/Legal Assistant I	21.36
30362 - Paralegal/Legal Assistant II	26.47
30363 - Paralegal/Legal Assistant III	32.36
30364 - Paralegal/Legal Assistant IV	39.16
30390 - Photo-Optics Technician	27.98
30461 - Technical Writer I	21.93
30462 - Technical Writer II	26.84
30463 - Technical Writer III	32.47
30491 - Unexploded Ordnance (UXO) Technician I	24.74
30492 - Unexploded Ordnance (UXO) Technician II	29.93
30493 - Unexploded Ordnance (UXO) Technician III	35.88
30494 - Unexploded (UXO) Safety Escort	24.74
30495 - Unexploded (UXO) Sweep Personnel	24.74
30620 - Weather Observer, Combined Upper Air Or (see 2)	25.19
Surface Programs	
30621 - Weather Observer, Senior (see 2)	27.98
31000 - Transportation/Mobile Equipment Operation Occupations	
31020 - Bus Aide	14.32
31030 - Bus Driver	20.85
31043 - Driver Courier	13.98
31260 - Parking and Lot Attendant	10.07
31290 - Shuttle Bus Driver	15.66
31310 - Taxi Driver	13.98
31361 - Truckdriver, Light	15.66
31362 - Truckdriver, Medium	17.90
31363 - Truckdriver, Heavy	19.18
31364 - Truckdriver, Tractor-Trailer	19.18
99000 - Miscellaneous Occupations	
99030 - Cashier	10.03
99050 - Desk Clerk	11.58
99095 - Embalmer	23.05
99251 - Laboratory Animal Caretaker I	11.30
99252 - Laboratory Animal Caretaker II	12.35
99310 - Mortician	31.73
99410 - Pest Controller	17.69
99510 - Photofinishing Worker	13.20
99710 - Recycling Laborer	18.50
99711 - Recycling Specialist	22.71
99730 - Refuse Collector	16.40
99810 - Sales Clerk	12.09
99820 - School Crossing Guard	13.43
99830 - Survey Party Chief	21.94
99831 - Surveying Aide	13.63
99832 - Surveying Technician	20.85
99840 - Vending Machine Attendant	14.43
99841 - Vending Machine Repairer	18.73
99842 - Vending Machine Repairer Helper	14.43

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ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$4.02 per hour or \$160.80 per week or \$696.79 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A



contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am.

If you are a full-time employee (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives.

Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

\*\* UNIFORM ALLOWANCE \*\*

If employees are required to wear uniforms in the performance of this contract

(either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

#### Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

## CLAUSES INCORPORATED BY REFERENCE

52.217-8

Option To Extend Services

NOV 1999

## Section SF 1449 - CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001		12	Months	\$21,262.09	\$255,145.08
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.1 AREA I				
	FOB: Destination				
	MILSTRIP: N0016814RCHWW41				
	PURCHASE REQUEST NUMBER: N0016814RCHWW41				
	SIGNAL CODE: A				
				NET AMT	\$255,145.08
	ACRN AA				\$255,145.08
	CIN: N0016814RCHWW410001				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002		12	Months	\$4,365.27	\$52,383.24
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.2 AREA II				
	FOB: Destination				
	MILSTRIP: N0016814RCHWW44				
	PURCHASE REQUEST NUMBER: N0016814RCHWW44				
	SIGNAL CODE: A				
				NET AMT	\$52,383.24
	ACRN AB				\$52,383.24
	CIN: N0016814RCHWW440002				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0003		12	Months	\$153,613.14	\$1,843,357.68
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.3 AREA III				
	FOB: Destination				
	MILSTRIP: N0016814RCHWW50				
	PURCHASE REQUEST NUMBER: N0016814RCHWW50				
	SIGNAL CODE: A				
				NET AMT	\$1,843,357.68
	ACRN AL				\$1,843,357.68
	CIN: N0016814RCHWW500003				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0004		12	Months	\$42,334.39	\$508,012.68
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.4 AREA IV				
	FOB: Destination				
	MILSTRIP: N0016814RCHWW42				
	PURCHASE REQUEST NUMBER: N0016814RCHWW42				
	SIGNAL CODE: A				
				NET AMT	\$508,012.68
	ACRN AC				\$508,012.68
	CIN: N0016814RCHWW420004				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005		12	Months	\$3,829.00	\$45,948.00
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.5 AREA V				
	FOB: Destination				
	MILSTRIP: N0016814RCHWW43				
	PURCHASE REQUEST NUMBER: N0016814RCHWW43				
	SIGNAL CODE: A				
				NET AMT	\$45,948.00
	ACRN AD				\$45,948.00
	CIN: N0016814RCHWW430005				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0006		12	Months	\$7,851.84	\$94,222.08
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.6 AREA VI				
	FOB: Destination				
	MILSTRIP: N0016814RCHWA08				
	PURCHASE REQUEST NUMBER: N0016814RCHWA08				
	SIGNAL CODE: A				
				NET AMT	\$94,222.08
	ACRN AE				\$94,222.08
	CIN: N0016814RCHWA080006				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0007		12	Months	\$56,694.95	\$680,339.40
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.7 AREA VII				
	FOB: Destination				
	MILSTRIP: N0016814RCHWW48				
	PURCHASE REQUEST NUMBER: N0016814RCHWW48				
	SIGNAL CODE: A				
				NET AMT	\$680,339.40
	ACRN AF				\$680,339.40
	CIN: N0016814RCHWW480007				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0008		12	Months	\$36,483.62	\$437,803.44
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.8 AREA VIII				
	FOB: Destination				
	MILSTRIP: N0016814RCHWW49				
	PURCHASE REQUEST NUMBER: N0016814RCHWW49				
	SIGNAL CODE: A				
				NET AMT	\$437,803.44
	ACRN AG				\$437,803.44
	CIN: N0016814RCHWW490008				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0009		12	Months	\$38,852.05	\$466,224.60
	ADMINISTRATIVE SUPPORT SERVICES FFP PWS 3.9 AREA IX FOB: Destination MILSTRIP: N0016814RCHWW45 PURCHASE REQUEST NUMBER: N0016814RCHWW45 SIGNAL CODE: A				
				NET AMT	<hr/> \$466,224.60
	ACRN AH CIN: N0016814RCHWW450009				\$466,224.60

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0010		12	Months	\$5,067.38	\$60,808.56
	ADMINISTRATIVE SUPPORT SERVICES FFP PWS 3.10 AREA X FOB: Destination MILSTRIP: N0016814RCHWW46 PURCHASE REQUEST NUMBER: N0016814RCHWW46 SIGNAL CODE: A				
				NET AMT	<hr/> \$60,808.56
	ACRN AJ CIN: N0016814RCHWW460010				\$60,808.56



ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0011		12	Months	\$5,282.74	\$63,392.88
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.11 AREA XI				
	FOB: Destination				
	MILSTRIP: N0016814RCHWW47				
	PURCHASE REQUEST NUMBER: N0016814RCHWW47				
	SIGNAL CODE: A				
				NET AMT	\$63,392.88
	ACRN AK				\$63,392.88
	CIN: N0016814RCHWW470011				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001		6	Months	\$21,262.09	\$127,572.54
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.1 AREA I				
	FOB: Destination				
	MILSTRIP: N0016815RCHWA24				
	PURCHASE REQUEST NUMBER: N0016815RCHWA24				
	SIGNAL CODE: A				
				NET AMT	\$127,572.54
	ACRN AM				\$127,572.54
	CIN: N0016815RCHWA242001				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002		6	Months	\$4,365.27	\$26,191.62
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.2 AREA II				
	FOB: Destination				
	MILSTRIP: N0016815RCHWW05				
	PURCHASE REQUEST NUMBER: N0016815RCHWW05				
	SIGNAL CODE: A				
				NET AMT	\$26,191.62
	ACRN AN				\$0.00
	CIN: N0016815RCHWW052002				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
200201					\$0.00
	FUNDING INFORMATION ONLY				
	FFP				
	FOB: Destination				
	MILSTRIP: N0016815RCH0807				
	PURCHASE REQUEST NUMBER: N0016815RCH0807				
	SIGNAL CODE: A				
				NET AMT	\$0.00
	ACRN AY				\$26,191.62
	CIN: N0016815RCH0807200201				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2003		6	Months	\$153,613.14	\$921,678.84
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.3 AREA III				
	FOB: Destination				
	MILSTRIP: N0016815RCHWA26				
	PURCHASE REQUEST NUMBER: N0016815RCHWA26				
	SIGNAL CODE: A				
				NET AMT	\$921,678.84
	ACRN AP				\$0.00
	CIN: N0016815RCHWA262003				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
200301					\$0.00
	FUNDING INFORMATION ONLY				
	FFP				
	FOB: Destination				
	MILSTRIP: N0016815RCH0922				
	PURCHASE REQUEST NUMBER: N0016815RCH0922				
	SIGNAL CODE: A				
				NET AMT	\$0.00
	ACRN BA				\$921,678.84
	CIN: N0016815RCH0922200301				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2004		6	Months	\$42,334.39	\$254,006.34
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.4 AREA IV				
	FOB: Destination				
	MILSTRIP: N0016815RCHWA25				
	PURCHASE REQUEST NUMBER: N0016815RCHWA25				
	SIGNAL CODE: A				
				NET AMT	\$254,006.34
	ACRN AQ				\$254,006.34
	CIN: N0016815RCHWA252004				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2005		6	Months	\$3,829.00	\$22,974.00
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.5 AREA V				
	FOB: Destination				
	MILSTRIP: N0016815RCHPH01				
	PURCHASE REQUEST NUMBER: N0016815RCHPH01				
	SIGNAL CODE: A				
				NET AMT	\$22,974.00
	ACRN AR				\$22,974.00
	CIN: N0016815RCHPH012005				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2006		6	Months	\$7,851.84	\$47,111.04
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.6 AREA VI				
	FOB: Destination				
	MILSTRIP: N0016815RCHWW08				
	PURCHASE REQUEST NUMBER: N0016815RCHWW08				
	SIGNAL CODE: A				
				NET AMT	\$47,111.04
	ACRN AS				\$47,111.04
	CIN: N0016815RCHWW082006				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2007		6	Months	\$56,694.95	\$340,169.70
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.7 AREA VII				
	FOB: Destination				
	MILSTRIP: N0016815RCH005				
	PURCHASE REQUEST NUMBER: N0016815RCH005				
	SIGNAL CODE: A				
				NET AMT	\$340,169.70
	ACRN AT				\$340,169.70
	CIN: N0016815RCH00052007				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2008		6	Months	\$36,483.62	\$218,901.72
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.8 AREA VIII				
	FOB: Destination				
	MILSTRIP: N0016815RCHWW10				
	PURCHASE REQUEST NUMBER: N0016815RCHWW10				
	SIGNAL CODE: A				
				NET AMT	\$218,901.72
	ACRN AU				\$218,901.72
	CIN: N0016815RCHWW102008				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2009		6	Months	\$38,852.05	\$233,112.30
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.9 AREA IX				
	FOB: Destination				
	MILSTRIP: N0016815RCHWW06				
	PURCHASE REQUEST NUMBER: N0016815RCHWW06				
	SIGNAL CODE: A				
				NET AMT	\$233,112.30
	ACRN AV				\$233,112.30
	CIN: N0016815RCHWW062009				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2010		6	Months	\$5,067.38	\$30,404.28
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.10 AREA X				
	FOB: Destination				
	MILSTRIP: N0016815RCHWW09				
	PURCHASE REQUEST NUMBER: N0016815RCHWW09				
	SIGNAL CODE: A				
				NET AMT	\$30,404.28
	ACRN AW				\$0.00
	CIN: N0016815RCHWW092010				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
201001					\$0.00
	FUNDING INFORMATION ONLY				
	FFP				
	FOB: Destination				
	MILSTRIP: N0016815RCH0009				
	PURCHASE REQUEST NUMBER: N0016815RCH0009				
	SIGNAL CODE: A				
				NET AMT	\$0.00
	ACRN BB				\$30,404.28
	CIN: N0016815RCH0009201001				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2011		6	Months	\$5,282.74	\$31,696.44
	ADMINISTRATIVE SUPPORT SERVICES				
	FFP				
	PWS 3.11 AREA XI				
	FOB: Destination				
	MILSTRIP: N0016815RCHWW07				
	PURCHASE REQUEST NUMBER: N0016815RCHWW07				
	SIGNAL CODE: A				
				NET AMT	\$31,696.44
	ACRN AX				\$0.00
	CIN: N0016815RCHWW072011				

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
201101					\$0.00
	FUNDING INFORMATION ONLY				
	FFP				
	FOB: Destination				
	PURCHASE REQUEST NUMBER: N0016815RCHWW07				
	SIGNAL CODE: A				
				NET AMT	\$0.00
	ACRN AZ				\$31,696.44
	CIN: N0016815RCHWW07201101				

PERFORMANCE WORK STATEMENT

**Performance Work Statement  
Administrative Support Services  
Walter Reed National Military Medical Center**

**1.0 SCOPE:** Contractor services are required for the purpose of providing a wide range of Administrative Support Services for various departments throughout the Walter Reed National Military Medical Center, Bethesda MD.

**2.0 APPLICABLE DIRECTIVES:**

- HIPAA (Health Insurance Portability and Accountability Act) Privacy and Security policies.
- Various OSHA safety, security, local instructions, rules and notices provided by the Government Staff.
- Standards of Professional Excellence SoPe

**2.1 ACRONYMS AND ABBREVIATIONS**

ACOR                Alternate Contracting Officer's Representative  
ACTUR             Automated Central Tumor Registry System



ADP	Automated Data Processing
AHA	American Hospital Association
AHLTA	Armed Forces Health Longitudinal Technology Application
AR	Army Regulation
AMA	American Medical Association
AOD	Administrative Officer of the Day
APU	Ambulatory Procedure Unit
APV	Ambulatory Procedure Visit
ASQ	Ages Stages Questionnaires
ATFP	Antiterrorism Force Protection
BCLS	Basic Cardiac Life Support
BHEPP	Bethesda Hospitals' Emergency Preparedness Partnership
BLS	Basic Life Support
BUMED	Navy Bureau of Medicine and Surgery
CCQAS	Centralized Credentials Quality Assurance System
CDC	Child Development Center
CFR	Code of Federal Regulations
CHAMPUS	Civilian Health and Medical Program of the Uniformed Services
CHCS	Composite Health Care System
CIS	Clinical Information System
CLIN	Contract Line Item Number
CME	Continuing Medical Education
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTR	Contracting Officer's Technical Representative
COTS	Commercial Off the Shelf
CPGs	Clinical Practice Guidelines
DA	Department of Army
DEA	Drug Enforcement Administration
DCCS	Deputy Commander for Clinical Services
DEERS	Defense Eligibility and Enrollment Reporting System
DGR	Designated Government Representative
DME	Durable Medical Equipment
DMHSI	Defense Medical Human Resources System Internet
DMRC	Deployment Medical Readiness Clinic
DOD	Department of Defense
DODI	Department of Defense Instruction
DON	Department of Navy
ECFMG	Educational Commission for Foreign medical Graduates
EFT	Electronic Funds Transfer
EVRS	Electronic Vital Registration System
FAR	Federal Acquisition Regulation
FASTDATA	Fund Administration and Standardization Document Automation
FIPS PUB	Federal Information Processing Standards Publication
FSO	Facility Security Officer
FTE	Full Time Equivalent
FVR	Foreign Visit Request
GEAR	Graduate Education and Research
GI	Gastrointestinal
GME	Graduate Medical Education
GPO	Government Purchase Order
GS	General Schedule
HCAA	Health Care Acquisition Activity
HCP	Health Care Provider

HIPAA	Health Insurance Portability & Accountability Act of 1996
HPSP	Health Professions Scholarship Program
HSPD	Homeland Security Presidential Directive
ICF	Individual Credential File
IMR	Independent Medical Review
IPOT	Integral Parts of Training
IRB	Institutional Review Board
JCAHO	Joint Commission on Accreditation of Healthcare Organizations
KO	Contracting Officer
LIMDU	Limited Duty
LOA	Letter of Agreement
M-CHAT	Modified Checklist for Autism in Toddlers
MEB	Medical Evaluation Board
MEBR	Medical Evaluation Board Report
MEDBOLTS	Medical Boards Online Tracking System
MEDCEN	Medical Center
MEDCOM	Medical Command
MEDDAC	Medical Department Activity
MEPRS	Medical Expense Performance Reporting System
MHS	Military Health System
MICC	Mother Infant Care Center
MOU	Memorandums of Undertaking
MRG	Medical Records Generator
MRT	Medical Records Tracking
MTF	Military Treatment Facility
NACI	National Agency Check with Inquiries
NARCO	North Atlantic Regional Contracting Office
NARSUM	Navy Acquisition Regulation Supplement
NASW	National Association of Social Workers
NAVCOMPT	Naval Comptroller
NCC	National Capital Consortium
NCIS/CID	Naval Criminal Investigative Service / Criminal Investigation Department
NCOIC	Noncommissioned Officer in Charge
NIPO	Navy International Programs Office
NIR	New Item Request
NNMC	National Naval Medical Center
NSAB	National Security Advisory Board
OB	Obstetrics
OCONUS	Outside Continental United States (include
OCPM	Office of Civilian Personnel Management
OIC	Officer-in-Charge
OMB	Office of Management and Budget
OMNISERVER	Operating Room Management System
OPNAV	Office of the Chief of Naval Operations
OSHA	Occupational Safety & Health Association
OTSG	Office of the Surgeon General, U.S. Army
PACU	Patient Ambulatory Care Unit
PAD	Patient Administration Division
PDH-CPG	Post Deployment Health Evaluation and Management - Clinical Practice
PD2	Procurement Desktop-Defense
PEBLO	Physical Evaluation Board Liaison Officer
POC	Point of Contact
PWS	Performance Work Statement
QA	Quality Assurance

SECNAVINST	Secretary of the Navy Instruction
SLDCADA	Standard Labor Data Collection And Distribution Application
SME	Subject Matter Experts
SoPe	Standards of Professional Excellence
SPS	Standard Procurement System
STARS	Standard Accounting Reporting System
STARS/FL	Standardized Accounting & Reporting System-Field Level
TAD/TDY	Temporary Assigned Duty/Temporary Duty Yonder
TPC	Third Party Collections
TRICARE	Health Care Program
USUHS	Uniformed Services University of the Health Sciences
WAWF	Wide Area Workflow
WIC	Women, Infant and Children
WRNMMC	Walter Reed National Military Medical Center

**3.0 PERFORMANCE REQUIREMENTS:** The support shall encompass a myriad of administrative functions related to the day to day operations for various departments. The contractor is responsible for providing uninterrupted services to all departments listed within this PWS.

**3.1 SECRETARIAL SUPPORT SERVICES AREA I:** Area I Support Services will include Gastroenterology, Plastic Surgery, Medical Boards and Social Work departments located at the Walter Reed National Military Medical Center. Contractor shall provide support services during normal operating business hours Monday through Friday 0730-1600.

**3.1.1 AREA I PERFORMANCE REQUIREMENTS:**

- Research, collect, track and process medical, technical and administrative data for administrative reports.
- Coordinate billing tracking for facility colon cancer screening program.
- Collect third party billing information where applicable.
- Establish and maintain complex departmental patient files.
- Receive high profile visitors, patients and patient family members.
- Answering telephone inquiries, determining request and directing callers to appropriate staff or personally providing non-technical or routine information.
- Enter patient physician messages into facility computer health care system, ensuring JCAHO compliance.
- Process patient medical record request.
- Generate patient letters for follow-up care and testing.
- Respond to patient complaints regarding appointments and front desk service.
- Act as lead customer service representative to other contractor employees, may not supervise Government or other Contractor employees.
- Check patients in and out from schedule.
- Schedule follow up appointments in automated system and notify patients of appointment date and time.
- Input required data into automated medical treatment facility computer system
- Provide backup telephone answering and appointment scheduling support for other clinics on an as needed basis.
- Complete, scan and edit ambulatory Data Forms using medical treatment facility computer system.
- Receive, read and make proper distribution of correspondence and other mail received in the Department and respective Division.
- Determine which matters require immediate or personal attention of the Department of respective Division and locate, assemble, and attach any background papers as required.
- Draft, edit, and complete a wide variety of assigned typing projects or government review and signature including, but not limited to; correspondence, memorandums, reports, and completion of computer generated forms.
- Review all outgoing document for format, typing, grammar, proper attachments, number of copies, and coordination, etc.

- Review, transcribe and type correspondence, memorandums and other material for signature of the Department or respective Division according to Navy correspondence protocol.
- Coordinate the scheduling of conference room meetings.
- Ensure office environment is kept clean and in working order.
- Prepare and keep statistical information for cost accounting purposes upon government request for government review.
- Enter and/or retrieve data from CHCS, AHLTA and CIS.
- Make recommendations to the government on improving and establishing policies and procedures to receive and manage office correspondence and files.
- Maintain correspondence suspense and control system issuing reminders of approaching due dates and securing extensions.
- Coordinate computerized word processing storage and indexing, and establish processing priorities as needed.
- Provide computer training and in-services on operating current and incoming new equipment to staff members upon government request.
- Maintain a group e-mail account and shared database for the Department and respective Division.
- Perform administrative timekeeping support for the division.
- Print pay slips as needed and perform verification with timecard and administrative leave records.
- Correct time and leave discrepancies.
- Prepare all timecard documents and submit to government for final government approval and signature.
- Maintain supply and equipment inventory and control. Reorders shall be submitted for Government review and approval so that inventory is not depleted. Contractor shall not commit or obligate Government for purchases.
- Schedule routine and trouble maintenance on office equipment upon government request.
- Collaborate with the DME Program providing guidance and support to patients, their healthcare providers and their insurance providers. Contractor shall provide documentation of the process and submit for government review and file information appropriately.
- Maintain secondary records (convenience files) and discard secondary records, which have been closed for 3 years upon government request.

#### **3.1.1.1 AREA I PERFORMANCE REQUIREMENTS (GASTROENTEROLOGY LEAD):**

- Perform requirements in Paragraph 3.1.1.1
- Shall insure that all four front desk positions are fully staffed by coordinating with other GI units to compensate for vacation, sick and training days.
- Oversee the work of front desk personnel and the interaction with all other functional units of the department.
- Insure the overall professionalism, appearance, conduct and performance of the front desk unit.
- Manage the appearance, ambiance and overall atmosphere of our front lobby, insuring that needs of patients, family, guests and visitors are provided for.

#### **3.1.2 HISTORICAL WORKLOAD DATA AREA I:**

- Process SLDCADA payroll/coordinate with leave slips and paper time cards for approximately 134 civilian staff biweekly.
- Enter and track Defense Travel System approvals for 38 providers.

#### **3.1.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA I:**

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.

- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.

**3.2 ACCOUNTING SUPPORT SERVICES AREA II:** Area II Support Services will include Budget and Finance Office located at the Walter Reed National Military Medical Center. Contractor shall provide support services during normal operating business hours Monday through Friday 0730-1600.

**3.2.1 AREA II PERFORMANCE REQUIREMENTS:**

- Collaborate with private insurance companies, to provide information and guidance on billing methods and regulations and to obtain, clarify, and exchange information for third party collection efforts.
- Develop, prepare, and present educational information and training about the TPC Program to a variety of audiences, employees, hospital and clinical staff members and department heads.
- Speak at various conferences, seminars, and outside organizations in the commuting area to publicize TPC. All education and training plans developed must be approved by the Government prior to presentation.
- Compile inter-office reports as well as workload statistics for Government review and approval.
- Provide familiarization training to all departmental employees in all aspects of the program and develop Standard Operating Procedures for Government review and approval.
- Compile reports for the Resources Directorate, WRNMMC and Bureau of Medicine and Surgery.
- Provide TPC Program explanations, answers and assistance to patients and insurance companies, explanations of options, entitlements, billing procedures, benefits and rights and assistance in insurance form completion.
- Research and abstract clinical records to obtain proper diagnosis and procedures.
- Generate, review for completeness and accuracy, and submit standard billing documents to insurers.
- Maintain tracking system to monitor all outstanding billing.
- Maintain subordinate records of each claim billed detailing its history, amount collected, and invalid charges requiring adjustment to ensure adequate audit trails.
- Track delinquent bills using a tickler filing system and initiate inquiries either telephonically or by letter with insurers to determine why subject bills have remained unpaid.
- Post reimbursements received from insurers to appropriate computerized ledgers and subsidiary records, verifying amounts received against amount billed and close accounts when paid in full or re-bill insurer for any remaining balance.
- Maintain comprehensive files and records of all transactions including detailed records of contract payments, update records as needed.
- Analyze and resolve complex problems related to payment invoices and shipment discrepancies, obtain required missing information, signatures, and supporting documents.
- Ensure critical correctness of invoices and all other documents. Justify and prepare vouchers to be paid.
- Process all receipts, accounting, and contractual documents for material and services purchased for WRNMMC and tenant commands and activities.
- Prepare all administrative payment modifications for Government review and approval.
- Accept and audit invoices for correctness including advanced and partial payments, so as to minimize interest payments and maximize discounts.
- Review excess charges and make recommendations to the Government on disallowing payments.
- The contractor shall not disburse Government Funds.
- Coordinate follow-up procurement actions, reporting delivery status to DGR.
- Prepare emergency follow-up actions including arrangements for expeditious and partial shipments for Government review and approval.
- Extract data from the Standard Accounting Reporting System (STARS) to resolve vendor payment inquiries.
- Prepare payments through Wide Area Work Flow (WAWF) for Government review and approval.
- Perform close out functions for purchase orders, including checking STARS for any money balances for de-obligation.

- Update internal tracking system.

### **3.2.2 HISTORICAL WORKLOAD DATA AREA II:**

- Communicate with over 20 private insurances for billing and tracking purposes.
- 15 standard billing documents to insurers daily.
- 50 invoices in WAWF system weekly.
- 200 documents in STARS weekly

### **3.2.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA II:**

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.

**3.3 ADMINISTRATIVE AND CLERICAL SUPPORT SERVICES AREA III:** Area III Support Services will include various departments located at the Walter Reed National Military Medical Center. Contractor shall provide support services during normal operating business hours Monday through Friday 0730-1600.

### **3.3.1 AREA III PERFORMANCE REQUIREMENTS (LOGISTICS DEPARTMENT):**

- Provide administrative support to type documents in to SPS database.
- File document in chronological order.
- Fax and copy documents
- Review purchase requisitions for required authorization of funding, mandatory sources, point of contact requisition number and required approvals.
- Perform data input of requisitions using Procurement Desktop-Defense (PD<sup>2</sup>).
- Process technical review of requisitions for mandatory sources of supply.
- Perform research on status of requisitions for customers.
- Assistant System Administrator for Procurement Desktop-Defense (PD<sup>2</sup>): update clauses and reference library in (PD<sup>2</sup>), run reports, add new users, procurement profiles, groups, reset passwords and create documents as needed for specific projects.
- Enter and submit requisitions for medical purchase requirements to North Atlantic Regional Contracting Office (NARCO) through PRWeb.
- Research invoices in Wide Area Workflow (WAWF) system.
- Create and or research Navcompt Form 2276 in FASTDATA site verify invoices for payment including advance and partial payments, to minimize interest payment modifications for government review and approval
- Maintain files and records of all transactions including detailed records of contract payment.
- Provide guidance and assistance to customers in interpreting regulations and resolving problems.
- Comply and prepare reports, letters and other types of correspondence.
- QA government credit card packages by monitoring and evaluation.
- All contracts are fully funded through STARS/FL (Standardized Accounting & Reporting System-Field Level).
- Prepare proper closeout of contracts when all services and supplies have been completed /deliver.
- Follow up with vendors about invoice payments, contract closeouts and any problems need to be solved.

### **3.3.1.1 HISTORICAL WORKLOAD DATA AREA III (LOGISTICS DEPARTMENT):**

- 100 invoices per week.
- 50-60 acceptance and closeout on contracts per week.
- Historically this requirement has required an additional 1% of the work to be performed outside of normal business hours.

### **3.3.2 AREA III PERFORMANCE REQUIREMENTS (ADMISSIONS AND DISPOSITIONS**

#### **DEPARTMENT):**

- Maintain and function within the established process of Birth Registry.
- Gather the required information from interviews with patients, family members and facility staff and or screening of computer-based systems such as the Composite Health Care System (CHCS) and the Essentris System, to ensure complete and accurate completion of forms needed to record births in the state of Maryland.
- Record birth registry in Electronic Vital Registration System (EVRS).
- Create “Complimentary Birth Certificate” for each birth at this facility to assist in the timely registration of the newborn in the Defense Eligibility and Enrollment Reporting System (DEERS) and the maintenance of records as required.
- Maintain an effective Bed Management program for the Command, to ensure a workable system that will continually provide accurate information on the actual status of all beds in the facility.
- Physical rounds of the Ambulatory Procedure Unit (APU) and all inpatient wards shall be performed one hour after shift start and one hour before the end of shift; maintain and or verify the accuracy of the existing Bed Management Program.
- Assist with the registration, admission, transfer and disposition of patients to the facility.
- Participate in ongoing “data quality” programs throughout the Division and the Department that requires research, analysis, tracking and continuous review and revision of processes and skills.
- Provide on-the-job training to coworkers.

### **3.3.2.1 HISTORICAL WORKLOAD DATA AREA III (ADMISSIONS AND DISPOSITIONS**

#### **DEPARTMENT):**

- 180 birth certificates monthly.
- 293 bed facility.
- 15 dispositions daily.
- Average of 20 patients daily via telephone and face to face encounters.
- Average of 10 registration/admissions/transfers daily in support to admission clerk staff.

### **3.3.3 AREA III PERFORMANCE REQUIREMENTS (MEDICAL BOARDS DEPARTMENT):**

- Assist the Limited Duty Coordinator and the management staff in the performance of all administrative and clerical procedures required to process Limited Duty Medical Board Reports
- Generate statistical reports utilizing MEDBOLTS and other data bases
- Type and review Medical Evaluation Board Report (MEBR), route and log it into the designated data tracking system.
- Coordinate the scheduling of PEBLO appointments and conference rooms, maintain NARSUM log, P3/P4 Profiles, MEB Referrals, IMR requests, Appeals.
- Create cover sheets, if required, including narrative and required information.
- Make proper distribution of the completed medical board report.
- Maintain a record of each medical board report including where it is in process, to ensure that the medical board reports are completed.
- Collaborate with medical officers in determining proper recommendations and dispositions to be included in the patient’s medical board reports, and the proper disposition of the member while awaiting action on the medical board report.
- Assist newly assigned staff members in the division by answering work questions.
- Monitor the completeness and accuracy of all work done within the Division on Limited Duty Board Reports and other reports as needed.

- Monitor and coordinate workflow of Medical Board Limited Duty cases.
- Review the Limited Duty board reports to ensure accuracy and completeness.
- Research and gather information requested in regard to the processing of a Limited Duty board report, ensure that all appropriate documents are included in the Limited Duty board report.
- Schedule necessary patient appointments for further medical evaluation.
- Ensure medical board report cover sheet is properly coded and forwarded to the Medical Boards Division Officer five days before the end of the month.

**3.3.3.1 HISTORICAL WORKLOAD DATA AREA III (MEDICAL BOARDS DEPARTMENT):**

- 15 PEBLO appointments daily.
- 4 NARSUM log entries, 17 P3/P4 profiles updates, 3 MEB referrals, 3 IMR requests, 3 appeals daily.
- Assist 32 staff members.
- Customer service to an average of 20 patients daily via telephone and face to face encounters.

**3.3.4 AREA III PERFORMANCE REQUIREMENTS (PATIENT ADMINISTRATION DEPARTMENT):**

- Receive and review incoming mail for the Patient Administration Service Line, distributing documents to the appropriate service and determine mail requiring immediate attention.
- Prepare and forward responses for various inquiries that may involve performing background research.
- Maintain files and records relating to Service Line functions.
- Create and maintain action and correspondence logs, ensure files include all required and properly signed documents.
- Receive visitors and screen telephone calls to the office, direct callers to appropriate staff, or provide information on routine or procedural matters.
- Provide information to department personnel of both a routine and complex nature regarding status reports and compliance suspense dates.
- Perform a variety of administrative tasks including, preparing travel and conference arrangements, composing complex, non-technical correspondence, gather and assemble information for reports, briefings, and conferences, design and organize filing systems, plan and coordinate maintenance, and monitor office administrative processes. May not represent or commit the Government, must submit travel and all other arrangements to the Government for review and approval.
- Create, manipulate and print a wide range of documents in final form from handwritten or computer generated drafts.
- Type narrative and tabular material from rough draft or revised typed draft.
- Revise and correct existing databases and spreadsheets using existing various software functions including, special symbols, graphics, mail merge, and column alignment.
- Transmit, receive, and acknowledge electronic mail and messages, check transmittals for proper clearances and printing hard copies of incoming mail or route to other terminals if necessary.
- Collaborate with computer specialists in reporting systems maintenance issues for electronic mail systems.
- Serve as a departmental Defense Medical Human Resources System – Internet (DMHRSi) timekeeping contact which includes: Create and Approve bi-weekly timecards for employees experiencing individual system access problems, provide assistance in new account set-up and password resets, answer questions as needed, and provide leadership with follow-up reports on delinquency's or non-compliance.
- Attend and scribe for recurring staff meetings.

**3.3.4.1 HISTORICAL WORKLOAD DATA AREA III (PATIENT ADMINISTRATION DEPARTMENT):**

- 177 Patient Administration Department Staff Members daily.
- 20 bi-weekly timecards.
- 30 electronic mail and messages daily.
- 5-10 visitors daily for 5 member Front Office staff.
- Historically this requirement has required an additional 0.5% of the work to be performed outside of normal business hours.



**3.3.5 AREA III PERFORMANCE REQUIREMENTS (MEDICAL RECORDS DEPARTMENT, OUTPATIENT BLDG 3):**

- Perform functions relating to the maintenance, distribution and retrieval of outpatient medical records for military dependents, retirees and others receiving outpatient medical care at WRNMMC.
- Review DEERS and MRG/MRT screens to determine family member prefix and eligibility to create patient's medical records.
- Determine Prime Record Location.
- Establish and create physical medical records and create medical records in CHCS/MRT System.
- Develop pull List for record retrieval; list shall be generated at least 24 hours in advance of patients scheduled appointment.
- Retrieve and file back records from open shelf terminal digit filing units.
- Review and prepare records for delivery to clinics.
- Deliver and pick up records throughout medical center, medical records shall be delivered 24 hours prior to all scheduled appointments.
- Review and combine OB and other secondary records with primary medical record.
- Repair and create bar code labels within 3 business days for records and perform record conversion.
- Deliver and retrieve medical records on an as needed basis for all walk-in and unscheduled patient appointments.
- Audit filing system for missing or misplaced medical records.
- Sort loose medical reports into terminal digit, and file documents into appropriate patient chart.
- At the request of patients, retrieves medical documents from CHCS/AHLTA computerized system and photocopy specialized medical documents.
- Track records throughout the facility using Composite Healthcare Computer System.
- Retrieve records for research, special studies, coding audits and for Joint Commission review.

**3.3.5.1 HISTORICAL WORKLOAD DATA AREA III (MEDICAL RECORDS DEPARTMENT, OUTPATIENT BLDG 3):**

- The contract volume of medical records to be analyzed will be approximately 15,000 Inpatient Hospital Admissions and 11,000 Ambulatory Procedure Unit visits.
- Average 2,100 (1,200 Inpatient and 900 Ambulatory Procedure Visits) discharges monthly.

**3.3.6 AREA III PERFORMANCE REQUIREMENTS (MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):**

- Print all notes pertaining to inpatient stay from Essentris.
- Print Labs and Radiology report from CHCS.
- Print any appropriate procedural reports from AHLTA.
- Prepare patient charts for analyzing.
- Develop Pull List for record retrieval; list shall be generated at least 24 hours in advance of patients scheduled appointment.
- Deliver and pick up records throughout medical center, medical records shall be delivered 24 hours prior to all scheduled appointments.
- Review Inpatient and APV medical records to ensure accuracy and completeness of physician documentation.
- Ensure all required physician signatures are present.
- Ensure all required forms, procedure reports, consent forms and any other medical documentation requiring signature are present in the medical record and signed appropriately.
- Identify areas of discrepancy and seek corrective action.
- Repair and create bar code labels within 3 business days for records and perform record conversion.
- Review Operation Reports management for completeness and accuracy.
- Provide administrative services and support including non-analysis duties such as retrieving medical charts and filing operation reports.
- Organize the workflow of respective areas as necessary.

- Daily productivity reports are to be submitted to the WRNMMC PAD Supervisor.

**3.3.6.1 HISTORICAL WORKLOAD DATA AREA III (MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):**

- The contract volume of medical records to be analyzed will be approximately 11,000 Inpatient Hospital Admissions and 10,000 Ambulatory Procedure Unit visits.
- Averages 2,100 (1,200 Inpatient and 900 Ambulatory Procedure Visits) discharges monthly.

**3.3.7 AREA III PERFORMANCE REQUIREMENTS (MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):**

- Serve as records assembler and analyst for the department.
- Responsible for the review of completeness and accuracy of other analyzing and the training of new staff.
- Verify that all physicians existing and new have a signature card are trained on the dictation system and have updated contact information.
- Evaluate issues with medical records and resolve record them with other departments and divisions within Walter Reed National Military Medical Center.
- Provide support to both inpatient Health Information Management and Medical Boards division on the dictation/transcription service.
- Liaison with senior medical staff leadership to resolve any record completeness issues with regard to the medical staff
- Attend scheduled meetings designed at improving the medical record delinquency rate of inpatient medical records.
- Review and analyze medical records for completeness and accuracy, records shall meet the requirement of accrediting agencies, legal requirements, needs for future patient treatment and adequate for research and training purposes.
- Review records for medical terminology, used by physicians, are in compliance with the accepted nomenclature, and that all omissions are noted.
- Perform audits and ensures accuracy of information contained in the Medical Record Tracking Module and Chart Deficiency/Delinquency Module of CHCS.
- Perform secondary analysis on all completed records, verify that each physician has correctly completed the record, relay any issues to the physicians and or the Health Information Management leadership and assigns the record to the next step in the process.
- Log physicians into the dictation system, conducts training and monitors physician issues with the system
- Report monthly the medical record delinquency rate to the command via the Health Information Management chain of command.

**3.3.7.1 HISTORICAL WORKLOAD DATA AREA III (MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):**

- The contract volume of medical records to be analyzed will be approximately 11,000 Inpatient Hospital Admissions and 10,000 Ambulatory Procedure Unit visits.
- Averages 2,100 (1,200 Inpatient and 900 Ambulatory Procedure Visits) discharges monthly.

**3.3.8 AREA III PERFORMANCE REQUIREMENTS (MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):**

- Serve as senior records analyst in the Inpatient Administration Division to ensure that incomplete medical records are completed and authenticated by healthcare providers.
- Serve as Subject Matter Expert in providing guidance to physicians with completing their incomplete records in accordance with Joint Commission(JC) standards, Joint Task Force(JTF) regulations, Department of Defense(DOD) and WRNMMC guidelines.
- Serve as Liaison with the chiefs of medical departments and subspecialties; tracking and reporting departmental or individual delinquency rates to obtain necessary support for timely and complete medical records.

- Serve as Office Manager for the Physicians Incomplete Records Room (PIRR) providing guidance and assistance to staff as needed to resolve charting problems; maintaining the integrity of the charts filed in the PIRR.
- Serve as Senior Analyst for the department responsible for quality assurance of other Analyzing staff
- Train inpatient and APV analyzers and provides updates on new policies and procedures that are implemented.
- Assist and answer all queries from the analyzers
- Maintain contact through email and by telephone with physicians to resolve problems and ensure timely completion of their medical records.
- Evaluate issues with the medical record and work to resolve them with other departments/divisions within Walter Reed National Military Medical Center
- Provide support to both inpatient Health Information Management and Medical Boards division on the dictation/transcription service
- Attend regularly scheduled meetings designed at improving the medical record delinquency rate of inpatient medical records
- Responsible for over site and review of staff work assuring accurate data is entered in the hard copy record and CHCS.
- Review charts and administrative documentation to determine the total number of hours for an inpatient stay or APV
- Identify what inpatient procedures were performed to ensure the correct medical forms are included in the chart for a complete medical record
- Audit records for incomplete documentation and/or missing information. Updates are made in the delinquency tracking system in CHCS
- Review medical records to ensure incorrect patient data is not incorporated into the chart
- Ensure records are organized in the prescribed chart order and by date
- Responsible for the proper disposal of extraneous copies and unused forms in accordance with HIPAA protocol
- Review analyzed records to determine what elements have been completed and verified against the information in the CHCS tracking system
- Responsible for control of medical records by ensuring each entry into the CHCS record tracking system identifies the current, correct location of the medical record
- Monitor chart check out activities to ensure charts are returned to the charthouse in a timely manner, same day
- Set the overall objectives and assures resources are available for staff
- Update the Physician's List in Microsoft Excel each time new physicians come on board and others check out.
- Provide updated Physician's List to the staff on a monthly basis
- Edit the Department Heads/Chiefs List in Excel when changes occur.
- Provide updated Department Heads/Chiefs List to the staff on a monthly basis
- Run the Physician's List of Deficiencies Report daily, Monday-Friday
- Review the Physician's List of Deficiencies Report for inaccuracies and researches the records making the appropriate corrections
- Update the Physician's Sign-In Log Sheet into the Delinquency Report in Microsoft Excel
- Update deployed staff, TAD physicians, etc into the Delinquency Report in Microsoft Excel and prepares a chart for the analyzers to include this information
- Run Incomplete Record Deficiency list from CHCS for a weekly report in Excel. Audit it for errors and make corrections. Rerun report and abstract information for final entry into Excel spreadsheet
- Prepare and enter data in the Walter Reed National Military Medical Center Delinquency Tracking Report.
- Responsible for preparing the report that is presented to the Medical records Committee quarterly
- Responsible for maintaining other reports as required by leadership.
- Research and prepare Peer Review Report requests for physicians

- Un-archives records for physicians to make edits into Essentris, print the corrections and process record accordingly. Re-archive the record in Essentris
- Schedule appointments as needed for physicians to complete their records and Peer Review
- Email physicians or immediate supervisor for admission queries and issues
- Assist physicians with their requests for copies of Essentris notes
- Over site of the process for Peer Review requests from physicians
- Correspond and assist the Legal Department and Patient Advocacy in completing requested incomplete records
- Coordinate with staff members from other departments within the hospital to obtain necessary reports to complete the record
- Maintain an electronic chart documenting what physicians have been contacted and when they respond regarding delinquent incomplete records
- Review and analyze medical records for completeness and accuracy, records shall meet requirement of accrediting agencies, legal requirements, needs for future patient treatment and adequate for research and training purposes.
- Ensure the necessary components are present and complete and that medical terminology used by physicians is in compliance with the accepted nomenclature and that all omissions are noted.
- Perform audits and ensure accuracy of information contained in the Medical Record Tracking Module and Chart Deficiency/Delinquency Module of CHCS
- Perform second analysis on all completed records, assure that each physician has correctly completed the record, relay any issue to the physicians and/or the Health Information Management leadership, and then assign the record to continue to the next step in the process
- Provide support to the physicians on the dictation system, conduct training and monitor physician issues with the system
- Report medical record delinquency rate to the command via the Health Information Management chain of command.

### **3.3.8.1 HISTORICAL WORKLOAD DATA AREA III (MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):**

- The contract volume of medical records to be analyzed will be approximately 11,000 Inpatient Hospital Admissions and 10,000 Ambulatory Procedure Unit visits.
- Averages 2,100 (1,200 Inpatient and 900 Ambulatory Procedure Visits) discharges monthly.

### **3.3.9 AREA III PERFORMANCE REQUIREMENTS (PATIENT AMBULATORY CARE UNIT):**

- Transfer orders daily to various records in accordance with medical treatment facility policy.
- Complete individual patient order request forms for special blood work, x-rays, radiation therapy, diets, clinic appointments, respiratory and ventilator care, consults and other physician requests.
- Answer the telephone, record and relay all messages, including messages which may be of a detailed or complex medical nature and/or redirect or referring calls of an urgent nature to professional staff members for immediate action.
- File results of various tests in the appropriate patient chart for professional staff reference, keeping record of care current and accurate.
- Enter and retrieve data from the OMNISERVER (Operating Room Management System), Composite Health Care System (CHCS) and the Clinical Information System (CIS) as appropriate to the area assigned.
- Maintain patient records in correct sequential and chronological order with each page properly identified, including extra forms removed and blank forms inserted.
- Verify and assure treatment records are complete upon patient discharge or transfer,.
- Perform administrative tasks relating to patient admission and discharge, notifying appropriate physician of patient admission.
- Explain discharge procedure and direct patient to appropriate check-out areas, including collection agent, pharmacy, etc.

- Maintain office medical and administrative logs and records including repair requests and long distance call records as well as:
  - a. PACU Log Book.
  - b. Omni-server data entry.
  - c. Monthly workload (MEPRS) report.
  - d. Monthly manpower (MEPRS) report.
  - e. Daily assignment sheets.
- Perform routine administrative tasks including transporting specimens to laboratories or clinical areas, preparing admission packets and overnight keep charts, copying forms and other documents, and sorting mail.
- Obtain laboratory and other test results via phone or laboratory computer.
- Notify surgical waiting room and Red Cross volunteers of patient's arrival to the PACU.
- Collect, organize and enter data from the minutes of Service Worksheets from the previous day.
- Prepare and maintain accurate statistical reports for cost accounting purposes/spreadsheets in Excel and from Essentris.
- Process civilian payroll through SLDCADA.
- Place staffing sheets and daily assignment sheets on charge nurse desk every morning.
- Maintain a schedule variance report and submit to division officer daily.
- Maintain, enter patient data, and reserve bed in PACU Keep Log.
- Assist clinical nurse specialist with PACU education projects.
- Maintain and update the pager book with physician's pager information before shift change.

#### **3.3.9.1 HISTORICAL WORKLOAD DATA AREA III (PATIENT AMBULATORY CARE UNIT):**

- 20 patient order request forms as requested daily.
- Administrative tasks relating to 40 patient admissions and discharges daily.
- Support and assist 35 civilian department personnel.

#### **3.3.10 AREA III PERFORMANCE REQUIREMENTS (CARDIOTHORACIC SURGERY (CT) DEPARTMENT):**

- Track orders, shipments, and note missing items or damaged packages as they arrive.
- Use barcodes and inventory software to maintain a current inventory of items and equipment, as well as track expiration dates and other relevant information.
- Unpack, organize and stock items as they arrive in an easily identifiable manner for easy retrieval and stock rotation.
- Ensure a timely rotation of stock into main hospital inventory 6 months prior of its expiration.
- Collaborate with Program Management in problem solving, program and project planning, development, and execution of stated BHEPP goals and objectives, providing recommendations to government.
- Perform administrative/ web services in support of the BHEPP including:
  1. Maintain all files.
  2. Answer all phone calls
  3. Coordinate all internal office functions
  4. Training new support staff in all routine computer functions and the use of scheduling software.
  5. Provide project support.
  6. Prepare all telecommunication, maintenance, and office purchasing requisitions for Government review and approval.
  7. Provide textual and graphical information on all requested business cycle projects.
  8. Maintain time and attendance records within the SLACADA system.
- Coordinate report preparation, gathering and compiling various data.
- Coordinate implementation and maintenance of data management systems of partnership assets.
- Collaborate with Program Management in preparation of BHEPP emergency response model promotional publishing materials, provide recommendations to government.

**3.3.10.1 HISTORICAL WORKLOAD DATA AREA III (CARDIOTHORACIC SURGERY (CT) DEPARTMENT):**

- Average of 400 major surgical cases annually.
- Assist and support administrative duties for a staff of 20 personnel.
- 1,000 patient shadow files.
- Inventory and purchases for an annual budget of \$100,000.

**3.3.11 AREA III PERFORMANCE REQUIREMENTS (MATERNAL INFANT CARE DEPARTMENT):**

- Type a variety of general correspondence, reports, and meeting minutes.
- Maintain office files and repair log for equipment and facility trouble calls.
- Answer incoming calls and greet patients and visitors to the MICC.
- Provide guidance and educational training for new staff on all routine computer functions and scheduling software.
- Coordinate internal office functions including routing mail, directing patients and visitors.
- Maintain patient records in proper order.
- Verify and assure that records are complete upon discharge or transfer of patients.
- Transport specimens to various clinical areas.
- Assemble admissions packets.

**3.3.11.1 HISTORICAL WORKLOAD DATA AREA III (MATERNAL INFANT CARE DEPARTMENT):**

- Greet, direct and assist 50 patients daily.
- 50 - 100 patients daily for walk in visits.
- Support and assist 25 civilian staff members.

**3.3.12 AREA III PERFORMANCE REQUIREMENTS (ORTHOPEDICS DEPARTMENT):**

- Coordinate all of the administrative and clerical aspects of research conducted in the Orthopedics Department by both staff and residents including compilation and elementary analysis of research statistical data.
- Collaborate with the department in scheduling the use and availability of government- furnished supplies, facilities and equipment within the assigned unit of the Medical Treatment Facility (MTF).
- Maintain a database via the use of FileMaker Pro, Excel or similar spreadsheet software programs to track all orthopedic research activities through the generation, approval, implementation, and audit processes as well as track all abstracts, publications and presentations generated by orthopedic research. Assure that this data is kept up-to-date, complete and accurate at all times.
- Provide monthly updates of departmental research activity to staff and residents weekly for use at the monthly Departmental Research meeting.
- Track and maintain copies of all correspondence between the Orthopedic Department and the Institutional Review Board (IRB).
- Maintain files for each research project to include all correspondence relating to the proposal, all informed consent documents, and resulting of all continuing reviews and outcomes of the project. These file must be completed and available at the time of IRB continuing review.
- Prepare annual reports of all research activity for the Orthopedic Department.
- Coordinate and participate in the presentation of the Orthopedic Department Research Curriculum.
- Notify the Department and all appropriate staff members of upcoming reviews from the IRB.
- Maintain communication with the Department Research Director, IRB, the Graduate Education and Research (GEAR) Center, and all members of the Orthopedic Department conducting research.
- Collaborate with the department conducting internal audits at regular intervals no less often than semi-annually, of research activity in the department to include assessment of adequacy of research files, database, informed consent documents and research productivity. Provide the results of the internal audit to Institutional Review Board.

**3.3.12.1 HISTORICAL WORKLOAD DATA AREA III (ORTHOPEDICS DEPARTMENT):**

- Approximately 20 files for Institutional Review Board weekly.
- Support and assist 25 civilian department personnel.

**3.3.13 AREA III PERFORMANCE REQUIREMENTS (PULMONARY DEPARTMENT):**

- Review registration procedures for new patients are followed completely and accurately.
- Patient charts shall be assembled according to an established sequence.
- Patient family members shall be updated immediately upon the receipt of any new patient care service information.
- Administrative or procedural questions shall be answered immediately if at the time of an in-service appointment and within one hour for telephone inquiries. Questions of a medical nature shall be routed to the appropriate medical personnel immediately.
- All visitors shall be greeted immediately upon entering the Emergency Medicine Service.
- Clinical orders shall be entered in immediately upon request with order entry and results retrieval time entered accurately each and every time.
- Incoming medical records and laboratory results shall be filed in the appropriate patient chart within 24 hours of receipt.
- Medical care providers shall be contacted upon request and all incoming calls shall be forwarded when received. Any necessary follow up calls will be placed within 24 hours of being past the turnaround time and every 48 hours thereafter until the necessary information is received.
- The administrative supply inventory shall be monitored on a day to day basis with supply orders prepared for Government approval on a weekly basis.

**3.3.13.1 HISTORICAL WORKLOAD DATA AREA III (Pulmonary Department):**

- 35-40 new patients daily.
- 15-20 medical records and laboratory results received daily.
- Contact estimated 15 – 20 Medical care providers daily and follow up calls will be placed until the necessary information is received.

**3.3.14 AREA III PERFORMANCE REQUIREMENTS (Allergy Department):**

- Check patients in from scheduled appointment immediately upon arrival and out at the conclusion of appointment.
- Verify for accuracy and enter required allergy/immunology data into the system.
- Follow up appointments shall be scheduled and patients notified of date and time within 24 hours.
- Ambulatory data forms shall be completed, scanned and edited within 24 hours of patient appointments.
- Check in all patients for the International Travel clinic on a daily basis.
- Obtain the daily Pollen Count report from the Walter Reed Army Medical Center's Allergy Immunology Facility and display it at the Allergy Clinic for staff, patients and visitors.
- Maintain a patient educational material center by providing material or publications on current allergies.
- Type, prepare and organize teaching materials for appropriate upper level management staff members for staff and patient presentations at various Federal Agencies.
- Update the computerized International Data Travel Base (TRAVAX) on a monthly basis.

**3.3.14.1 HISTORICAL WORKLOAD DATA AREA III (Allergy Department):**

- 35 patients daily for scheduled appointments.
- 50 - 100 patients daily for walk in visits.
- 40 follow up appointments and patients notified either at the clinic, by phone or letters.

**3.3.15 AREA III PERFORMANCE REQUIREMENTS (Internal Medicine Department/Infectious Disease Service):**

- Type a variety of general correspondence, reports, minutes, evaluation reports and executive summaries documents in required institutional formatting.

- Establish and maintain patient files. Coordinate medical record retrieval from patient administration department (PAD).
- Coordinate internal office functions, including department schedules, routing mail, and maintain various log books.
- Perform administrative timekeeping support for the department including use of the Standard Labor Data Collection and Distribution Application (SLDCADA). Print pay slips and perform verification with timecard and administrative leave records.
- Corrects time and leave discrepancies. Prepare all timecard documents for review and final approval by DGR.
- Coordinates special projects such as ordering parts, supplies, or maintenance work as needed. This includes maintaining supply inventory for the clinic through the Defense Medical Logistics Standard Support (DMLSS).
- Place facility trouble tickets for the clinic as needed.
- Perform administrative review and preparation of assorted Navy documentation and correspondence for submission to other commands and agencies, generating Letters of Appreciation, military and civilian awards, recognitions (Admiral's coins, cash awards) and correspondence relating to SECNAVINST 5216.5C & SECNAVINST 5219.11C.( Clerical procedures are governed by the DON Administrative Manual (BUMED, OCPM, OPNAV).
- Transcribe and distribute weekly staff meeting minutes.
- Tabulate monthly statistics from various resources.
- Maintain front desk coverage, patient check-in, appointment scheduling, provide telephone consultation input, patient information verification, utilizing computer systems to include Consolidated Healthcare System (CHCS) and Armed Forces Health Longitudinal Technology Application (AHLTA), and greet clinic patients. Prepares, collects, and organizes materials necessary for patient appointments to include SF600s, Travax reports, medication reconciliation lists, and screening questionnaires.
- Obtain leave control number and verify status for active duty leave requests.
- Update and maintain rosters for Continuing Medical Education (CME) credits and attendance for academic conferences. Maintain clinic recall rosters and contact information for the Everbridge Recall System.
- Document and maintain Infectious Disease staff training records.
- Duties assisting in maintaining clinic functions and optimization to include but not limited to primary key custodian, distributes and tracks monthly staff safety training, inputs multi-disciplinary round encounters into CHCS, codes inpatient Infectious Disease consultation encounters into CHCS/AHLTA, templating and scheduling using CHCS and AHLTA for patients seen in the Infectious Disease/Travel medicine clinic, uploading documents into Health Artifact and Image Management System (HAIMS), complete end-of-day reports, and data retrieval to evaluate clinic metrics and prepare for clinic review and analysis sessions.
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### **3.3.15.1 HISTORICAL WORKLOAD DATA AREA III (Internal Medicine Department):**

- 50 visitors/patients daily.
- 250 patient files audited daily.
- Schedule and perform timekeeping report for 30 civilian staff members.

### **3.3.16 AREA III PERFORMANCE REQUIREMENTS (Dermatology Department):**

- Coordinate internal office functions including typing a variety of correspondence, reports and minutes.
- Distribute and track electronic and or hard copy resident evaluations to the appropriate staff evaluator, collecting the completed evaluations and submitting them to the department for review.



1. Track these evaluations on a spreadsheet, developing and implementing a data base system and tickler system, and sending out reminders to all parties involved in the evaluations.
  2. Place the evaluations in the resident's file and extrapolates data from the evaluations, summarize all information and prepare it for a cumulative review.
- Create, maintain and update residents' files on a regular basis. Update the resident's portfolios within the training files. Organize and maintain the dermatology residency related files.
  - Maintain and update approximately 80 residency-related binders in the Program Director's office.
  - Collaborate with the department in updating the 180-page residency handbook.
  - Establish, coordinate, and maintain the interview schedule for the USUHS and the HPSP student interviews for the Army transitional internship preliminary program and for the Navy and Army Dermatology Residency.
    1. Schedule interviews and make notifications as required.
    2. Update interview worksheet forms for forwarding to the prospective candidates, and file theses in the candidates' files.
    3. Organize and maintain interview files for dermatology candidates for residency and for the Army transitional internship preliminary program. Approximately 50 interviews are conducted annually.
  - Coordinate resident evaluations of the teaching program and of all faculty members. This responsibility involves the electronic anonymous dissemination and retrieval of evaluations from the residents. Perform summary reports of these evaluations and statistical analysis of faculty score for review by the department.
  - Receive visitors and telephone calls to the Program Director's office, determine the nature of request and direct callers to the appropriate staff or personally provide the information desired when routine or procedural matters of the office are involved.
    1. Screen phone calls for the department and effectively and promptly triage phone calls by levels of importance in an expedient manner.
    2. Schedule and confirm requests for medical and non medical appointments. Reschedule appointments upon request.
  - Receive and screen incoming mail and correspondence for the department and ensure proper distribution and compliance for suspense dates.
  - Interact with dermatology residents on a daily basis to provide support with various administrative issues. Communicate with the residents by e-mail as needed.
  - Coordinate the residency mentorship program and maintain the program spreadsheet for the required documentation for the twice year mentorship sessions. Ensure mentorship encounter sheets are filled out by the mentor and filed in the training file. Remind appropriate staff members of the required meetings with the residents.
  - Prepare a wide range of documents using advanced word processing features such Create, copy, edit, revise, retrieve, store, and print a wide range of document in final form from handwritten drafts or edited typed drafts for government review and signature. Update or revise existing databases. Copy and fax various GME documents for the department.
  - Collaborate with the department to prepare for internal and Residency Review Committee reviews.
  - Prepare requisitions for office supplies and equipment including GME related supplies upon government approval.
  - Maintain bulletin board of published resident and staff articles. Maintain and update the residency list of publications and presentations.
  - Collaborate with the department on several 360-degree surveys on current and graduated residents annually complaining statistics from these surveys for outcome analysis.
  - Reformat or manipulate existing database to meet reporting requirements (standard and few non standard) for various organization.
  - Under the guidance of the department, prepare forms and complete annual updates and surveys are requested by the National Capital Consortium, NNMCM, WRAMC, the GME offices at NNMCM and WRAMC, American Board of Dermatology, Accreditation Council of Graduate Medical Education, Dermatology Residency Review Committee, American Academy of Dermatology, the American Medical Association, Association of American Medical Colleges, and other organizations as needed.
  - Coordinate scheduling with department and notify all participants for all academic meetings.

- Collaborate with department gathering the necessary documents such as the agenda, copying documents for distribution, reserving room, and making sure all evaluations are included in the residents' file for discussion. Ensure meeting minutes are completed and distributed to all attending parties and file in a timely fashion.
- Schedule and arrange meetings for the residents with department, for counseling/mentoring sessions, ensure that the resident evaluations are filed and current in the resident training file and available at the counseling sessions. Ensure that the necessary forms for documentation of a mentoring/counseling session are available and placed in the training file after completion.
- Prepare teaching material, including such items as power point slides, digitizing Kodachrome slides.
- Collaborate with the department with the typing and duplication of examinations, lecture outlines and handouts, lecture or course learning objectives and evaluations, emailing power point lectures, saving lectures on shared hard drives, photocopying and distributing educational materials to the residents and staff.
- Prepare paperwork for purchasing library books, CD ROMS and slide sets for clinic. Government representative will review and approval purchases. Contractor employee will not commit any government funds. Track book orders to be sure all are received. Submit written request for JAG review for clearance and acceptance of drug company free offers of educational materials.
- Acquire new or replacement teaching materials upon government approval and distribute educational items to the residents.
- Collaborate with the department in the preparation of lecture schedules, academic schedules, staffing schedules and on call schedules. Distribute and post these schedules on the residency website weekly.
- Collaborate with the department to maintain and update the residency website by ensuring that the posted documents are current and by replacing old documents with current ones.
- Collaborate with the department with the administration and submission of the annual Integral Parts of Training (IPOT) budget by tracking the budget throughout the year and providing recommendations to the government for projections for future budgetary needs.
- Submit paperwork for contracts and honorarium for the consulting staff.
- Collaborate with the department with coordinating 8 to 10 guest lecturers, their housing arrangements, travel vouchers and honoraria paperwork. This requires coordination with Henry M Jackson Foundation for the Advancement of Military Medicine and or the NCC Program Analyst Department.
- Collaborate with the NCC Program Analyst Department in regards to the paperwork for the annual in-service examination fee and the Annual Association of Professors of Dermatology dues.
- Coordinate NCC Memorandums of Undertaking (MOU) and Letters of Agreement (LOA) for various residents' rotations. Keep track of completion MOUS and LOA to ensure completion of these prior to resident elective.
- Correspond with faculty members at NNMC, WRAMC, Uniformed Services University of the Health Sciences, Food and Drug Administration, National Institutes of Health, Howard University and with faculty members in private practice in regards to various administrative residency issues. Correspondence includes but not limited to, notification of meetings and gatherings, appreciation letters, staffing of clinic and rounds, academic, and rotation schedules and schedule changes.
- Collaborate with the department with invitational letters, 'thank you' letters for guest speakers, letter of recommendation, verification of training and character reference letters, and with letters of reference for current residents (e.g. for scholarship nominations, fellowship applications) and for physicians applying for dermatology residency at various teaching programs.
- Ensure that the content of the letter is correct and the letters are distributed to the appropriate Service and the Chief of the teaching program applied for.
- Obtain notary services for verification of training letters.
- Coordinate logistics for the annual retreat. Take minutes for all academic meetings and the annual retreat and disseminate to all residents and staff. Type minutes, transcribe minutes from dictations on tape, file minutes, and disseminate to residents and staff after review by the department.
- Maintain spreadsheets for all test scores from examinations given to residents.
- Track all residents leave and TAD/TDY on a spreadsheet and on a bulletin board for easy viewing and accountability. Send quarterly work hour surveys to the residents and compile responses in a binder.

**3.3.16.1 HISTORICAL WORKLOAD DATA AREA III (Dermatology Department):**

- 24 files are maintained on a routine basis. Each file has 20 sections and is updated weekly.
- 30 in person interviews and an additional 25 phone interviews yearly.
- 16 different evaluations monthly
- Track the administration and submission of the annual \$80,000 Integral Parts of Training (IPOT) budget.

**3.3.17 AREA III PERFORMANCE REQUIREMENTS (Anesthesia Department, General Surgery, Pain Management):**

- Provide administrative support, as requested, to the Anesthesia Department, General Surgery and Pain Management
- Edit MEPRS man-hour time sheets
- Type a variety of documents including, but not limited to general correspondence, reports, minutes, evaluation reports and executive summaries.
- Maintain office files and answer telephones.
- Coordinate internal office functions, including department schedules, routing mail, and maintaining various log books.
- Performs administrative timekeeping support for the department. Print pay slips and perform verification with timecard and administrative leave records.
- Corrects time and leave discrepancies. Prepares all timecard documents for final approval.
- Coordinates special projects such as ordering parts, supplies, or maintenance work as needed.
- Perform administrative review and preparation of assorted Navy documentation and correspondence for submission to other commands and agencies including generating Letters of Appreciation, military and civilian awards, recognitions (Admiral's coins, cash awards) and correspondence relating to SECNAVINST 5216.5C & SECNAVINST 5219.11C.( Clerical procedures are governed by the DON Administrative Manual (BUMED, OCPM, OPNAV)
- Transcribe and distribute weekly staff meeting minutes.
- Tabulate monthly statistics from various resources.
- Occasional front desk coverage including-schedule appointments, utilizing computer system walk-in clinic patients.
- Obtain leave control number and verify R status for active duty leave requests.

**3.3.17.1 HISTORICAL WORKLOAD DATA AREA III (Anesthesia Department):**

- 50 visitors/patients daily.
- 150 patient files audited daily.
- Schedule over 50 appointments daily.
- Schedule and perform timekeeping report for 30 civilian staff members.

**3.3.18 AREA III PERFORMANCE REQUIREMENTS (Pastoral Care Department):**

- Provide exclusive support to Department Chief and Department Senior Enlisted.
- Collaborate with the Chief Religious Program Specialist in providing overall support for the chaplains and all pastoral care and chapel programs.
- Provide administrative support to all Chaplains and staff of the Pastoral Care Department, 13 chaplains, 9 Enlisted, 4 contractors and 31 Lay Ministers.
- Answer customer inquiries of a routine or procedural nature and forward messages to the appropriate staff member for more complex calls.
- Greet all visitors to the office in a professional manner.
- Coordinate pastoral care for individuals in crisis.
- Schedule staff appointments, keeping precise information on all directorates, religious and command calendars.
- Draft, edit, and complete a wide variety of assigned typing projects including, but not limited to correspondence, memorandums, reports, and completion of computer-generated forms.

- Coordinate and produce executive level correspondence in accordance with all local and higher level organizational standards.
- Organize and maintain all directorate-specific files.
- Maintain adequate office supplies levels.
- Plan, manage, and execute appropriated and non-appropriated funds in accordance with DOH, DOD and local command requirements.
- Prepare orders for government review and approval.
- Coordinate and manage all Chaplains requests and forms for all command events.
- Maintain and track all after action reports for all office and chapel events ensuring proper historical data is maintained and filled.
- Work closely in supporting departments volunteer Lay Eucharistic Minister (LEMs).
- Manage all departmental TAD/TDY travel request, manage travel budget of 40,000 and complete all travel voucher requests.
- Process DMHRSI timecard for all personnel in Department of Pastoral Care for review.
- Maintain IT and facilities trouble calls for Pastoral Care Department.
- Departmental Mail Clerk and Custodian.
- Manage and coordinate transportation requests for the department.
- Manage and coordinate social events for the department.
- Attend staff meetings and provide detailed meeting minutes to staff.
- Manage and update the department recall, social and manning roster to include: WRNMMC EVERBRIDGE drill roster, Directorate roster, BUMED flow chart, Pastoral Care Internal recalls bill, Command Recall Roster, NCA Regional RMT roster.
  - Manage the distribution of appropriate rosters to: command Quarter Deck, Joint Task Force Office, Army Chief of Chaplains Office, Navy Chief of chaplains Office, USMC Chaplains Office Directorate Office, BUMED Chaplains Office, Army MEDCOM Office and Staff Personnel.

#### **3.3.18.1 HISTORICAL WORKLOAD DATA AREA III (Pastoral Care Department):**

- 50 visitors/patients daily.
- 100 files daily.
- Support and assist 25 civilian staff members.

#### **3.3.19 AREA III PERFORMANCE REQUIREMENTS (Eye Clinic Department):**

- Deliver medical records prior to all scheduled appointments and retrieve those records following appointments from throughout the medical treatment facility.
- Deliver and retrieve medical records on an as needed basis for all walk-in and unscheduled patient appointments.
- File and retrieve patient medical records within the facility-wide records department.
- Audit filing system for missing or misplaced medical records.
- Repair and create bar code labels for records on an as needed basis.
- Sort loose medical reports into terminal digit/numerical order and file documents into appropriate patient chart.
- Photocopy medical records throughout the facility using Composite Healthcare Computer System.
- Schedule patient appointments over the phone or in person.
- Patient demographic data shall be reviewed and corrected at the time of appointment registration as needed on a daily basis.

#### **3.3.19.1 HISTORICAL WORKLOAD DATA AREA III (Eye Clinic Department):**

- 60 visitors/patients daily.
- 200 patient files daily.
- 75 appointments scheduled daily.

#### **3.3.20 AREA III PERFORMANCE REQUIREMENTS (Security Department):**

- Coordinate departmental procurement requirements.
- Track orders and shipments, as well as note missing items or damaged packages as they arrive.
- Use barcodes and inventory software to maintain a current inventory of items and equipment, as well as track expiration dates and other relevant information.
- Unpack, organize and stock items as they arrive in an easily identifiable manner for easy retrieval and stock rotation.
- Ensure a timely rotation of stock into main hospital inventory within a given period of its expiration.
- Receive, process, and submit purchase order requests for Security, Fire, Safety and Emergency Management departments in support of base operating procedures.
- Maintain, store, inventory, and track all law enforcement and Anti-Terrorism/Force Protection equipment used by Security department, worth a total of over \$2 million dollars.
- Distribute law enforcement and Anti-Terrorism/force Protection equipment to authorized personnel. Maintain track of all issued equipment and gear.
- Assist the directorate's government purchase card holder with the government purchase process, as well as sorting, organizing and filing all required paperwork associated with all purchase orders.
- Collaborate with Program Management in problem solving, program and project planning, development, and execution of stated BHEPP goals and objectives, providing recommendations to government.
- Coordinate with contractor access control staff to develop a daily list of contracted workers requesting access to the installation and ensure they have a proper background check.
- Receive, review, log, and file all results of criminal history background checks conducted by the Access control Division.
- Receive, review, and submit to the Access Control Officer all requests for construction workers' access to the installation.
- Perform administrative/ web services in support of the BHEPP including: Maintain all files, Answer all phone calls, Coordinate all internal office functions, Training new support staff in all routine computer functions and the use of scheduling software, Provide project support, Prepare all telecommunication, maintenance, and office purchasing requisitions for Government review and approval, Provide textual and graphical information on all requested business cycle projects, Maintain time and attendance records within the SLDCADA system.
- Coordinate report preparation, gathering and compiling various data.
- Coordinate implementation and maintenance of data management systems of partnership assets.
- Collaborate with Program Management in preparation of BHEPP emergency response model promotional publishing materials, providing recommendations to government.
- Perform a wide range of diverse administrative/web activities for the department.
- Provide support activities for the department such as answering telephones, incoming and outgoing correspondence, and follow-up on operational commitments.
- Perform miscellaneous job-related duties as assigned.

### **3.3.20.1 HISTORICAL WORKLOAD DATA AREA III (Security Department):**

- 50 orders tracked and shipped daily.
- Receive and stow over 12 shipments daily.
- Support and assist 25 civilian staff members.

### **3.3.21 AREA III PERFORMANCE REQUIREMENTS (GME Department):**

- Maintain and update appropriate personnel and administrative files.
- Maintain personnel records to ensure compliance with command annual training requirements.
- Provide information to residents on services offered and methods to access those services.
- Monitor readiness status of assigned military personnel and prepare reports as required.
- Prepare various reports and other documents, gathering necessary information in accordance with established Navy guidelines.
- Track resource utilization (time, money and materials) and make suggestions for improvements to increase efficiency and better utilize existing resources. Maintain logs to track expenditures and supplies.

- Receive incoming correspondence, reviewing and screening materials prior to distribution, and establishing controls for obtaining appropriate necessary signatures for all departmental and Cancer Center mail.
- Prepare responses for all mail of a routine nature.
- Prepare responses to inquiries which may involve performing background research in existing departmental and Command files.
- Ensure files include all required and properly signed documents.
- Receive all visitors and telephone calls, determining the nature of the call, and directing callers to appropriate staff or personally providing information of a routine or procedural nature.
- Schedule and confirm appointments based on availability.
- Provide information of both a routine and complex nature regarding status reports and compliance suspense dates.
- Perform a variety of administrative tasks including, preparing travel and conference arrangements, composing complex, non-technical correspondence, gathering and assembling information for reports, briefings, and conferences, designing and organizing filing systems, planning and coordinating maintenance, gathering and preparing information for budget reports, and monitoring office administrative processes.
- Create, manipulate and print a wide range of documents in final form handwritten or computer generated drafts and using a wide range of advanced word processing features.
- Type narrative and tabular material from rough draft, revised typed draft, or using transcription equipment.
- Transmit, receive, and acknowledge electronic mail and messages, checking transmittals for proper clearances and printing hard copies of incoming mail or routing to other terminals if necessary.
- Coordinator plans for all internal meetings including, but not limited to, creating schedule, preparing agenda, and recording and transcribing minutes. Must be identified as contractor and may not represent or commit the Government.
- Coordinate confidential and time sensitive materials.
- Prepare contracts and purchase orders for submission to accounting office.
- Track patient medical charts, ensuring compliance with all naval medical and patient privacy regulations.
- Coordinate and prepare orders for office supplies, equipment, and furniture and track using spreadsheets and databases.
- Manage senior departmental staff member calendars.
- Schedule patients and triage patient telephone calls for senior departmental staff members.
- Communicate senior staff action items to other contractor employees.
- Verify departmental physician fitness reports for accuracy and submit to fitness report office.
- Coordinate and track departmental outpatient record reviews, ensuring timely submission and creating appropriate spreadsheets and database.
- Distribute and collect customer satisfaction survey forms, preparing statistical data to capture results.

#### **3.3.21.1 HISTORICAL WORKLOAD DATA AREA III (GME Department):**

- 200 departmental and Cancer Center files and records.
- 100 visitors/patients daily.
- Support and assist 35 GME Staff Members daily.

#### **3.3.22 AREA III PERFORMANCE REQUIREMENTS (HIPAA Department):**

- Access the HIPAA system and resets passwords for users upon government approval.
- Contractor accesses the MHS Learn system to help reset passwords, credits users when necessary for completed training that is not registered by the system.
- Perform extensive research for HIPAA current events/articles and collaborate with appropriate staff members for submittal to the HIPAA command newsletter.
- Contractor accompanies and assists in the conduction of two weekly inspections of departments throughout the Command to assess the climate of compliance with the HIPAA and Privacy rules and regulations.
- Contractor provides advice to the Clinic Managers, Department Training Officers and other Representatives chosen by the facilities on the best approach to ensure users receive the best advice to carry out their duties.

- Collaborate with the HIPPA Program office in conducting ongoing training throughout the command.
- Contractor is responsible for filing Confidentiality Agreements after checking them against the monthly database from DMHRSi.
- Contractor also files Business Associate Agreements, Data Sharing Agreements, Requests for Amendment(s) and Expungement(s).
- Type Documents, File documents in chronological file and Fax and copy documents.
- Contractor assists with extra needs on occasion for shredder bins and large purging of documents relating to HIPAA Command wide.

#### **3.3.22.1 HISTORICAL WORKLOAD DATA AREA III (HIPAA Department):**

- 1300 HIPAA domain users monthly.
- 20 visits per month.
- Support and assist 25 HIPPA staff members.

#### **3.3.23 AREA III PERFORMANCE REQUIREMENTS (Budget Finance Department):**

- Collaborate with private insurance companies, provide information and guidance on billing methods and regulations and to obtain, clarify, and exchange information for third party collection efforts.
- Develop, prepare, and present educational information and training about the TPC Program to employees, hospital and clinical staff members and department heads. All education and training plans developed must be approved by the Government prior to presentation.
- Compile inter-office reports as well as workload statistics for Government review and approval.
- Provide familiarization training to all departmental employees in all aspects of the program and develop Standard Operating Procedures for Government review and approval.
- Compile reports for the Resources Directorate, WRNMMC and Bureau of Medicine and Surgery.
- Provide TPC Program explanations, answers and assistance to patients and insurance companies, explanations of options, entitlements, billing procedures, benefits and rights and assistance in insurance form completion.
- Research and abstract clinical records to obtain proper diagnosis and procedures, working closely with facility patient administration and clinical staff members to obtain required insurance billing information and with physicians as to treatment rendered.
- Generate and submit standard billing documents to insurers, reviewing billing for completeness and accuracy prior to mailing.
- Maintain tracking system to monitor all outstanding billing.
- Maintain subordinate records of each claim billed detailing its history, amount collected, and invalid charges requiring adjustment to ensure adequate audit trails.
- Track delinquent bills using a tickler filing system and initiate inquiries either telephonically or by letter with insurers to determine why subject bills have remained unpaid.
- Post reimbursements received from insurers to appropriate computerized ledgers and subsidiary records, verifying amounts received against amount billed and closing accounts when received amount (if less than billed) is deemed correct, or rebilling insurer for remaining balance.

#### **3.3.23.1 HISTORICAL WORKLOAD DATA AREA III (Budget Finance Department):**

- 200-300 standard billing documents to 75-100 insurers.
- 800-1,000 delinquent bills using a tickler filing System
- Support over 35 department civilians.

#### **3.3.24 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III:**

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.

- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.

**3.4 CLERICAL SUPPORT SERVICES AREA IV:** Area IV Support Services will include Ear, Nose and Throat, Hematology, Internal Medicine, OBGYN, and Pediatrics departments located at the Walter Reed National Military Medical Center. Contractor shall provide support services during normal operating business hours Monday through Friday 0730-1600.

**3.4.1 AREA IV PERFORMANCE REQUIREMENTS (Pediatrics Department):**

- Create and maintain schedules in Composite Health Care System (CHCS) for over 60 providers.
- Create and prepare SF600 patient encounters using Composite Health Care System (CHCS) daily for over 19 providers daily.
- Create and prepare Metabolic screening packets for two week patients.
- Create and prepare ASQ-3 Ages and stages Questionnaires for all well Visits
- Create and prepare M-CHAT for all well visits for screening for Autism and Spectrum.
- Obtain and deliver faxes for over 200 providers daily.
- Faxes information to other providers/places daily.
- Scans and send information to providers.
- Maintain and order administrative supplies for two Pediatric front desk.
- Maintain wait-list book for future appointments and calls patients at home when appointments available.
- Maintain and file patient pick up folder daily.
- Maintain and answer the Hill-Rom patient call system.
- Maintain and distribute states school forms/CDC/WIC/Medication administration forms.
- Prints labels for all Laboratory specimens done in the outpatient clinic.
- Maintains and obtains Laboratory information for throat Culture.
- Screen all patients for third party collections.
- Book appointment for all walk-in patients and follow-up appointments.
- Check patients in and out from schedule for over 100 patients daily.
- Answer incoming phone calls and direct callers/visitors as appropriate.
- Schedule follow up appointments in automated system and notifies patients of appointment date and time.
- Provide backup telephone answering and appointment scheduling support for Adolescent clinic, Pediatric Hematology Clinic and Pediatric Specialty clinic.
- Provides Hand washing surveys cards monthly to patients checking in.
- Monitors Pediatric patient wait times.

**3.4.1.1 HISTORICAL WORKLOAD DATA AREA IV (Pediatrics Department):**

- 25 Metabolic screening packets per day.
- 125 ASQ-3 Ages and stages Questionnaires per day
- 125 M-CHAT packages per day.
- 7,000 enrolled patients.

**3.4.2 AREA IV PERFORMANCE REQUIREMENTS (Hematology/Oncology Department):**

- Check patients in and out of clinic by utilizing Armed Forces Health Longitudinal Technology Application (AHLTA).
- Guide patients through the clinic assisting with coordination of care and giving patients directions to other clinics/wards at WRNMMC.
- Schedule new consults, follow-ups and procedure appointments.
- Notify patients of upcoming appointment dates and times via telephone.
- Answering incoming phone calls and directing them to the appropriate party.



- Familiar with Composite Health Care System and WRNMMC Access to Care Business Rules.
- Able to scan and input outpatient forms into patient record in AHLTA.
- Ability to educate patients on TRICARE enrollment and discuss the third party insurance program.

**3.4.2.1 HISTORICAL WORKLOAD DATA AREA IV (Hematology/Oncology Department):**

- 55 patients daily.
- 20-30 new consults weekly
- 15 forms daily to input into AHLTA.

**3.4.3 AREA IV PERFORMANCE REQUIREMENTS (Ear, Nose and Throat, Internal Medicine, OBGYN Department):**

- Provide reception service support for various clinic customer service areas.
- Support shall encompass checking patients in and out.
- Answer incoming phone calls.
- Direct callers/visitors as appropriate.
- Schedule follow up appointments.
- Notify patients of appointment dates and times.
- Input data, complete, scan and edit ambulatory Data Forms.
- Understanding of effective customer service.
- Ability to work independently.
- Motivation and assertiveness.
- Ability to handle and prioritize multiple tasks in a fast-paced team environment.

**3.4.3.1 HISTORICAL WORKLOAD DATA AREA IV (Ear, Nose and Throat, Internal Medicine, OBGYN Department):**

- 200 appointments daily.
- 50 data forms daily.
- Support over 120 department civilians.

**3.4.4 SKILLS AND KNOWLEDGE REQUIRED FOR AREA IV:**

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.

**3.5 ADMINISTRATIVE AND CLERICAL SUPPORT SERVICES AREA V:** Area V Support Services will include Child and Adolescent Behavioral Care department located at the Walter Reed National Military Medical Center. Contractor shall provide support services during normal operating business hours Monday through Friday 0730-1600.

**3.5.1 AREA V PERFORMANCE REQUIREMENTS:**

- Receives and coordinates scheduling for all patient electronic and self referrals for initial appointments.

- Responsible for deciphering whether to schedule the patients with a Psychiatrist, Psychologist, and/or Social Worker.
- Manage the even distribution of initial appointments amongst the providers.
- Liaison with internal and external providers when triaging new referrals.
- Provide front desk operations, along with CHCS and AHLTA applications.
- Serve as clinics secondary template manager. Enter, modify, and/or delete provider templates upon request.
- Monitor and ensure providers schedules are enter into the system and ready for booking.
- Assist with the data monitoring and managing of provider note completion in AHLTA.
- Responsible for over site and review of staff work assuring accurate data is entered in the hard copy record and CHCS.
- Review charts and administrative documentation, determines the total number of hours for an inpatient stay or APV.
- Identify what inpatient procedures were performed to ensure the correct medical forms are included in the chart for a complete medical record.
- Audit records for incomplete documentation and/or missing information. Updates are made in the delinquency tracking system in CHCS.
- Review medical records to ensure incorrect patient data is not incorporated into the chart.
- Assure records are organized in the prescribed chart order and by date.
- Responsible for the proper disposal of extraneous copies and unused forms in accordance with HIPAA protocol.
- Review analyzed records to determine what elements have been completed and verified against the information in the CHCS tracking system.
- Responsible for control of medical records by ensuring each entry into the CHCS record tracking system identifies the current, correct location of the medical record.
- Monitor chart check out activities to ensure charts are returned to the charthouse in a timely manner, same day.
- Sets the overall objectives and assures resources are available for staff.
- Update the Physician's List in Microsoft Excel each time new physicians come on board and others check out. Send this out monthly to staff.
- Edit the Department Heads/Chiefs List in Excel when changes occur. Send this out monthly to staff.
- Each morning run the Physician's List of Deficiencies Report and place in binder.
- Review the Physician's List of Deficiencies Report for inaccuracies and researches the records making the appropriate corrections.
- Update the Physician's Sign-In Log Sheet into the Delinquency Report in Microsoft Excel.
- Update deployed staff, TAD physicians, etc into the Delinquency Report in Microsoft Excel.
- Run Incomplete Record Deficiency list from CHCS for a weekly report in Excel. Audit it for errors and make corrections. Rerun report and abstract information for final entry into Excel spreadsheet.
- Prepares and enters data in the Walter Reed National Military Medical Center Delinquency Tracking Report.
- Responsible for preparing the report that is presented to the Medical records Committee quarterly.
- Responsible for maintaining other reports as required by leadership.
- Responsible for monitoring the transcription printer throughout the day for operative reports that staff must separate into piles and disperse accordingly.
- Un-archive records for physicians to make edits into Essentris program, print the corrections and process record accordingly. Re-archive the record in Essentris program.
- Email physicians for the Correspondence Department when an incomplete record is requested and not yet signed and complete.
- Email physicians to notify them that they have a coding query from the coder.
- Email physicians or immediate supervisor for admission queries and issues.
- Assist physicians with their requests for copies of Essentris program notes.
- Over site of the process for Peer Review requests from physicians.

- Correspond and assist the Legal Department and Patient Advocacy in completing requested incomplete records.
- Coordinate with staff members from other departments within the hospital to obtain necessary reports to complete the record.

### **3.5.2 HISTORICAL WORKLOAD DATA AREA V:**

- Monitor, update and review reports daily for support of 40 staff members.
- 300 patient files
- Greet, direct and assist over 50 visitors/patients daily.

### **3.5.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA V:**

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.

**3.6 ADMINISTRATIVE AND CLERICAL SUPPORT SERVICES AREA VI:** Area VI Support Services will include Cancer and Tumor Registry Department located at the Walter Reed National Military Medical Center. Contractor shall provide support services during normal operating business hours Monday through Friday 0730-1600, additional assistance may be requested outside normal working hours.

### **3.6.1 AREA VI PERFORMANCE REQUIREMENTS:**

- Run monthly reports of patients requiring annual follow-up.
- Review AHLTA records for patient encounter and medical updates.
- Create and send follow-up letters on monthly schedule.
- Search Social Security Death Index.
- Contact other MTFs, civilian healthcare providers and secondary contacts as necessary.
- Update information in follow-up fields in ACTUR database.
- Tasked with documenting a weekly tumor board for accreditation requirements.
- Review 250 Op reports, pathology reports, radiation oncology summaries, radiation oncology simulation schedule.
- Accession new primaries into ACTUR database.
- Attend assigned Cancer Conferences and record required documentation of case presentations and multidisciplinary attendance.
- Assist in maintaining combined Cancer Conference grid for quarterly report to Cancer Committee.
- Maintain registry supplies.
- Assist with audits and special studies as required.
- Serve as member at large on the Cancer Committee.

### **3.6.2 HISTORICAL WORKLOAD DATA AREA VI:**

- 24,545 patients in WRNMMC databases.
- Research disease status of over 2000 patients per month.
- 300 letters mailed monthly to lost patients.
- Approximately 60 newly diagnosed patients per month.
- Historically this requirement has required an additional 1% of the work to be performed outside of normal business hours.

**3.6.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA VI:**

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.

**3.7 MARKETING, SECRETARIAL AND ADMINISTRATIVE SUPPORT SERVICES AREA VII:** Area VII Support Services will include Healthcare Operations Department located at the Walter Reed National Military Medical Center. Contractor shall provide support services during normal operating business hours Monday through Friday 0730-1600.

**3.7.1 AREA VII PERFORMANCE REQUIREMENTS (Marketing):**

- Uses DRY Mount Press and large Format Printer
- Prepares materials ready for distribution by counting folding, packing, labeling.
- Prepares Art and signage for distribution by printing, laminating, hanging.
- Frames and mats final materials for presentation such as signs, posters, awards, etc.
- Coordinate the printing production process to ensure quality: write printing and other reproduction specifications; inspect proofs for accuracy.
- Has basic computer skills to print and receive visual materials for large format printer
- Uses basic graphic skills to produce signage, flyers and handouts
- Works on several projects simultaneously in a high-paced environment
- Along with other Marking-Communications staff members, meet with Government Purchase Order (GPO), Duplication, Automation and Production Services (DAPS) and vendors and suppliers to discuss and estimate project costs and time lines. (All procurement documents must be approved by the Responsible Government Employee.)
- Determine required paper stock, printing techniques, and process as necessary to ensure successful completion of each project.
- Act as Distribution Manager for Command brochures, flyers, signage, Wall display Units
- Works closely with Reprographics, outside printing companies and vendors for pick-up and delivery
- Responsible for inventory of all command brochures, signage, etc., updating, reordering and distribution every two weeks.

**3.7.1.1 HISTORICAL WORKLOAD DATA AREA VII (Marketing):**

- 10 command signs/flyers, posters awards monthly.
- 4 award ceremonies monthly.

**3.7.2 AREA VII PERFORMANCE REQUIREMENTS (Case Management):**

- Research, collect, track and process medical, technical and administrative data for administrative reports.
- Collect third party billing information where applicable.
- Establish and maintain complex departmental patient files.
- Receive high profile visitors, patients and patient family members.
- Answering telephone inquiries, determining request and directing callers to appropriate staff or personally providing non-technical or routine information.
- Enter patient physician messages into facility computer health care system, ensuring JCAHO compliance.
- Process patient medical record request.

- Generate patient letters for follow-up care and testing.
- Respond to patient complaints regarding appointments and front desk service.
- Check patients in and out from schedule.
- Schedule follow up appointments in automated system and notify patients of appointment date and time.
- Input required data into automated medical treatment facility computer system
- Provide backup telephone answering and appointment scheduling support for other clinics on an as needed basis.
- Complete, scan and edit ambulatory Data Forms using medical treatment facility computer system.
- Receive, read and make proper distribution of correspondence and other mail received in the Department and respective Division. Determine which matters require immediate or personal attention of the Department of respective Division and locate, assemble, and attach any background papers as required.
- Draft, edit, and complete a wide variety of assigned typing projects or government review and signature including, but not limited to; correspondence, memorandums, reports, and completion of computer generated forms.
- Review all outgoing document for format, typing, grammar, proper attachments, number of copies, and coordination, etc.
- Review, transcribe and type correspondence, memorandums and other material for signature of the Department or respective Division according to Navy correspondence protocol.
- Coordinate the scheduling of conference room meetings.
- Ensure office environment is kept clean and in working order.
- Prepare and keep statistical information for cost accounting purposes upon government request for government review.
- Enter and/or retrieve data from CHCS, AHLTA and CIS, as required.
- Maintain correspondence suspense and control system issuing reminders of approaching due dates and securing extensions.
- Coordinate computerized word processing storage and indexing, and establish processing priorities as needed.
- Provide computer training and in-services on operating current and incoming new equipment to staff members upon government request.
- Maintain a group e-mail account and shared database for the Department and respective Division.
- Perform administrative timekeeping support for the division. Print pay slips as needed and perform verification with timecard and administrative leave records. Correct time and leave discrepancies. Prepare all timecard documents and submit to government for final government approval and signature.
- Maintain supply and equipment inventory and control. Reorder supplies prior to depletion. Must be submitted for government review and approval. May not commit government funds.
- Schedule routine and trouble maintenance on office equipment upon government request.
- Maintain secondary records (convenience files) for 3 years. Discard secondary records, which have been closed for 3 years upon government request.

### **3.7.2.1 HISTORICAL WORKLOAD DATA AREA VII (Case Management):**

- Monitor, update and review reports daily for support of 35 staff members.
- 150 patient files are complete with accurate information.
- 40 visitors/patients daily.
- 20 new and follow up appointments for patients.

### **3.7.3 AREA VII PERFORMANCE REQUIREMENTS (Credentialing):**

- Establish and maintain individual credentials files and nursing individual professional files for appropriate individuals on active duty, employed or contracted to WRNMMC.
- Maintain a desktop database, accessible through the DOD web based CCQAS, used for tracking all licenses, certifications and clinical support staff Clinical Appraisal Report expiration dates.
- Provide support to the Medical Staff Service Professional Office with the input of data into the Centralized Credentials Quality Assurance System (CCQAS) database.

- Ensure the accuracy and validity of provider's credentials, Conduct periodic screening and purging of records per SECNAV, BUMED and WRNMMC directives. Verify that all designated health care nurses receive and maintain a current, valid, unrestricted license in accordance with governing.
- Maintain contact with educational institutions and state licensing agencies throughout the United States, civilian and military hospitals in the US and overseas, professional associations, specialty boards and appropriate staff offices regarding credentialing.
- Ensure healthcare provider Individual Credential Files and Individual Professional Files are current, complete and reviewed.
- Create and implement presentation materials to help guide departments regarding requirements of credentials and completion of applications for clinical privileges.
- Provide a variety of customer service support concerning the credentials review and privileging process.
- Provide forms, information and guidance to hospital departments, services and activities regarding the requirement for credentials.
- Receive, review, initiate action, and provide guidance on the completion of applications for clinical privileges to ensure appropriate scope of practices is being requested.
- Prepare and maintain ICF's on all healthcare providers in the medical specialties or clinic areas as assigned by the Medical Staff Services Professional Office.
- Process to ICF through necessary department/services to determine the correct category of privileges.
- Collaborate with appropriate staff members regarding building profiles within the Composite Health Care System (CHCS).
- Coordinate administrative requirements and procedures involving credentialing.
- Operate within the standards of the National Association of Medical Staff Services in processing medical staff files

#### **3.7.3.1 HISTORICAL WORKLOAD DATA AREA VII (Credentialing):**

- Approximately 3,930 Medical Staff requiring credentialing
- Facility has a 30 day or less goal for processing files

#### **3.7.4 SKILLS AND KNOWLEDGE REQUIRED FOR AREA VII:**

##### **Task 3.7.1**

- Must show ability to be trusted to work in areas throughout the Command without supervision
- Must use or learn Large Format Dry Mount Press
- Must know framing, matting basics.
- MUST be safety conscious and know safe production procedures.
- Must be able to set-up and deliver display units for special events and boxes, often over 50 pounds.
- Ability to use reference guides and equipment manuals
- Must have basic computer skills and basic graphic skills
- The ability to measure VERY accurately such items as picture mats, frames, banners, etc.

##### **Task 3.7.1, 3.7.2, 3.7.3**

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.

**3.8 ADMINISTRATIVE AND CLERICAL SUPPORT SERVICES AREA VIII:** Area VIII Support Services will include Radiology and Breast Care Department located at the Walter Reed National Military Medical Center. Contractor shall provide support services during Monday through Friday 0630-1700, Saturday 0700-1330 and every other Sunday 1200-1700. Not including holidays.

**3.8.1 AREA VIII PERFORMANCE REQUIREMENTS:**

- Run monthly reports of patients requiring annual follow-up.
- Review AHLTA records for patient encounter and medical updates.
- Create and send follow-up letters on monthly schedule.
- Search Social Security Death Index.
- Contact other MTFs, civilian healthcare providers and secondary contacts as necessary.
- Update information in follow-up fields in ACTUR database.
- Review Op reports, pathology reports, radiation oncology summaries, radiation oncology simulation schedule.
- Accession new primaries into ACTUR database.
- Attend assigned Cancer Conferences and record required documentation of case presentations and multidisciplinary attendance.
- Assist in maintaining combined Cancer Conference grid for quarterly report to Cancer Committee.
- Maintain registry supplies.
- Assist with audits and special studies as required.

**3.8.2 HISTORICAL WORKLOAD DATA AREA VIII:**

- Approximate number of patients seen Monday through Friday is 12,354 per calendar year.
- Approximate number of patients seen on Saturday is 441 per calendar year.
- Approximate number of patients seen on Sunday is 203 per calendar year.

**3.8.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA VIII:**

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.

**3.9 ADMINISTRATIVE AND CLERICAL SUPPORT SERVICES AREA IX:** Area IX Support Services will include Emergency Room Department located at the Walter Reed National Military Medical Center. Contractor shall provide support services during normal operating business hours. The Emergency Room operates 24 hours a day 7 days a week and the contractor shall provide support services during this time; additional services may be requested to fill daily Civil Service or Military personnel vacancies.

**3.9.1 AREA IX PERFORMANCE REQUIREMENTS:**

- Assist all patients to ensure registration procedures are followed completely and accurately
- Patient charts shall be assembled according to an established sequence.
- Patient family members shall be updated immediately upon the receipt of any new patient care service information.
- Patient medical data shall be maintained following the strictest of HIPAA regulatory guidelines.
- Answer administrative or procedural questions immediately if at the time of an in-service appointment and within one hour for telephone inquiries. Questions of a medical nature shall be routed to the appropriate medical

personnel immediately.

- Greet all visitors immediately upon entering the Emergency Medicine Service.
- Answer telephone calls by the third ring.
- Clinical orders shall be entered in immediately upon request with order entry and results retrieval time entered accurately each and every time.
- Incoming medical records and laboratory results shall be filed in the appropriate patient chart within 24 hours of receipt.
- Medical care providers shall be contacted upon request and all incoming calls shall be forwarded when received. Any necessary follow up calls will be placed within 24 hours of being past the turnaround time and every 48 hours thereafter until the necessary information is received.
- The administrative supply inventory shall be monitored on a day to day basis with supply orders prepared for Government approval on a weekly basis.
- Provide “backfill” staffing for Civil Service or Military personnel vacancies caused by unscheduled sick leave or unexpected surge in workload.

### **3.9.2 HISTORICAL WORKLOAD DATA AREA IX:**

- 33,000 patients yearly with registration procedures.
- 1 patient chart per visit per patient.
- 1 to 20 clinical orders per patient.
- Historically this requirement has required an additional 2% of the work to be performed outside of normal business hours.

### **3.9.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA IX:**

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.

**3.10 ADMINISTRATIVE SUPPORT SERVICES AREA X:** Area X Support Services will include Legislature and Affairs Department located at the Walter Reed National Military Medical Center. Contractor shall provide support services during normal operating business hours Monday through Friday 0730-1600.

#### **3.10.1 AREA X PERFORMANCE REQUIREMENTS:**

- Coordinate official visits and events with the action officers of various military services, federal agencies, foreign embassies and other CEO equivalent visitors and their staff.
- Lead and execute an average of 3-4 visits and conferences or ceremonials per month, with responsibility for an average of 75 guests/month
- Support an average of 18-25 visits, ceremonials and conferences per month, with an average of 225 guests/month
- Execution of visits includes the following responsibilities:
  - Preparing digital Guest Packet for each visit. Guest packet includes:
    - Design, coordinate and execute agenda or multiple (2-4) agendas for larger groups or groups with diverse interests.
    - Bios of all WRNMMC-affiliated participants (3-8 per packet)
    - Overviews of site visit locations (1-5 per packet)
    - Personalize driving directions (1-2 per packet)



- Personalize parking instructions (1-2 per packet)
- Coordinating logistical aspects for each visit:
- Coordinate list of attendees with visit POC(s)
  - Ensure base access for all attendees through coordination with Base Security
  - Request and guide submission of Foreign Visit Requests (FVR) by POC or appropriate Embassy personnel and assisting POC/Embassy with submitting FVR to Navy International Programs Office (NIPO)
  - Responsible to ensure that FVR contains all personnel to be admitted on base. For Heads of State of Senior Leaders, this may be from 2-200 people for which to account.
  - Coordinate arrival method (driving unaccompanied/car service/chauffeured/charter bus/metro/etc)
  - Coordinate parking location with NSAB Security, NSAB Police, and Distinguished Visitor Service
  - Coordinate Security walk-through's with NCIS/CID and Security Detail for all Very Senior guests
  - Preparation of Conference Materials, AV support coordination, seating plans, parking plans, food/beverage plans.
  - Coordinate with WRNMMC Transportation Department to arrange for any vehicular transportation that may be required
  - Conduct a detailed walk-through of spaces prior to visit with representatives from the facilities department to determine what, if any, facilities repairs may be required to ensure the safety and efficacy of the site selected.
  - Alert Facilities department to any "locking" of elevators that may be required
- Develop and distribute event invitations and reception cards:
  - Trained as a Postal Clerk under Department of the Navy regulations.
  - Able to communicate and utilize knowledge of proper formatting, sizing and ethical usage of the Military Postal Service.
  - Design event invitations and reception cards using the Air Force Institute of Technology's online service.
  - Ensure all invites and enclosures meet Navy Correspondence Manual guidelines.
  - Ensure that all Members of Congress receive properly printed hard-copy invitations through coordination with Navy Office of Legislative Affairs.
  - Ensure appropriate logos and emblems are available and stored in the departmental system of records.
  - Advise and assist other Command staff in using the online system, including providing templates and examples of previous events.
  - Direct preparation OR remedial repair of ceremonial plans, ceremonial scripts, detailed seating plans, parking plans and food/beverage plans.
  - Review and vet scripts, programs and remarks for Honoree and senior leaders in attendance.
  - Develop and promulgate background materials, itineraries, intended themes, talking points and protocol guidance for leadership and subject matter experts.
  - Determine guest's interests and provide recommendations of sites that may be of interest
  - Coordinate availability of Subject Matter Experts (SME's) in those areas determined to be of interest
  - Responsible to ensure the capability of the SME to interact with senior leadership, provide a cogent, meaningful presentation on their specific topic and present a strong, positive military or civilian presence
  - Responsible to provide appropriate training to newly identified SME's to promote their success
  - Research and work directly with international POC to determine background information on proposed visitors to determine seniority, appropriateness of the visit, relevant experiences and any information provided during previous visits
  - Provide guidance to SME's on composition of guest delegations, including their backgrounds (military, medical, media, benevolent, foreign, etc), their goals and purposes in visiting WRNMMC, possible areas of contention, cultural expectations and sensitivities, and any security issues that must be anticipated
  - Determine what topics require briefings and request briefings from SME's on selected topics
  - Edit and/or redesign provided briefings for content, presentation style and grammar

- Provide proposed briefings to Public Affairs Officer for review and the Commander's office for approval
- Ensure final version of briefing is completed, burned onto disc and printed prior to visit
- Maintain record of briefings and updates with new data as appropriate
- Serve as the primary escort for special guests and participating dignitaries including Heads of State and ensures that dignitaries and special guests are treated with diplomacy and tact.
- Coordinate with POC to ensure that communication lines are open prior to arrival and that appropriate notice is given to ensure that all WRNMMC participants are available upon arrival
- Ensure that delegations stay on schedule
- Ensure comfort and safety of all members of the delegation
- Advance all sites visits to ensure participants are in place
- Coordinate uniform requirements and gift exchanges with visit POC and provide this information to relevant parties at WRNMMC
- Coordinate any media presence with WRNMMC Public Affairs, including enforcing HIPPA guidelines, ATFP regulations, and ensuring the comfort of any patients in the vicinity.
- Coordinate any photography needs with WRNMMC Public Affairs, including providing background information, identifying individuals in photographs, ensuring proper security processes for photographs of leadership and /or staff and ensuring that all photographed patients have signed and understood any release forms
- Responsible for the coordination, evaluation, comparative analysis, reconciliation and consumable order inventories of material purchases.
- Maintain current inventory of supply stock
- Determine supply needs and prepare orders for items that need to be reordered
- Research commercially available special order supplies and determine best value
- Create New Item Requests (NIR's) for special order supplies
- Maintain supply order roster, including items ordered, date delivered, amount paid, etc.
- Prepare orders for Executive Services Department as well as other special subscriptions/online services.
- Responsible for coordination of and compliance with Safety and Environmental Hazard programs for all Executive Services' personnel.
- Maintain training records for all personnel within the Executive Services Department
- Perform orientation for all new employees within the designated timeframe and ensures all employees are comfortable and secure in their new surroundings
- Attend monthly Training Manager Meetings and communicates any changes in training policy, new requirements, and any changes in online training programs
- Trained as and operates as an Administrator on the MHS Learn online learning site:
  - Track completed training
  - Add required/needed training
  - Run compliance reports and ensures that departmental compliance meets or exceeds hospital standards
- Designated as the Safety Officer for Executive Services:
  - Maintain Safety Training binder
  - Issue and track compliance for monthly off-duty training for all Executive Services staff
  - Attend quarterly Safety Officer meeting
  - Perform quarterly Safety inspection of Executive Services office
  - Disseminate and raise awareness of any additional safety training that may be required throughout the year
  - Perform in-service training for new staff members to ensure their safety while performing office-specific tasks
- Designated as the Hazardous Materials Officer for Executive Services:
  - Maintain open lines of communication with Hazardous Materials personnel to stay abreast of any changes in policy
  - Ensure that all materials within the Executive Services department are safely stored and properly marked

**3.10.2 HISTORICAL WORKLOAD DATA AREA X:**

- 24 official visits / events monthly.
- 250 special guests monthly.
- 125 actions month to maintain current inventory of supply stock

**3.10.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA X:**

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.

**3.11 ADMINISTRATIVE AND CLERICAL SUPPORT SERVICES AREA XI:** Area XI Support Services will include Behavioral Health department located at the Walter Reed National Military Medical Center. Contractor shall provide support services during normal operating business hours Monday through Friday 0730-1600.

**3.11.1 AREA XI PERFORMANCE REQUIREMENTS:**

- Receive and coordinate scheduling for all patient electronic and self referrals for initial appointments.
- Responsible for deciphering whether to schedule the patients with a Psychiatrist, Psychologist, and/or Social Worker.
- Manage the even distribution of initial appointments amongst the providers.
- Liaison with internal and external providers when triaging new referrals.
- Maintain front desk operations, along with CHCS and AHLTA applications.
- Serve as clinics secondary template manager. Enters, modifies, and/or deletes provider templates upon request.
- Monitor and ensure providers schedules are enter into the system and ready for booking.
- Assist with the data monitoring/managing of provider note completion in AHLTA.
- Responsible for over site and review of staff work assuring accurate data is entered in the hard copy record and CHCS.
- By reviewing the chart and administrative documentation, determines the total number of hours for an inpatient stay or APV.
- Identify what inpatient procedures were performed to ensure the correct medical forms are included in the chart for a complete medical record.
- Audit records for incomplete documentation and/or missing information. Updates are made in the delinquency tracking system in CHCS.
- Review medical records to ensure incorrect patient data is not incorporated into the chart.
- Assure records are organized in the prescribed chart order and by date.
- Responsible for the proper disposal of extraneous copies and unused forms in accordance with HIPAA protocol.
- Review analyzed records to determine what elements have been completed and verified against the information in the CHCS tracking system.
- Responsible for control of medical records by ensuring each entry into the CHCS record tracking system identifies the current, correct location of the medical record.
- Monitor chart check out activities to ensure charts are returned to the charthouse in a timely manner, same day.
- Assures resources are available for staff.

- Update the Physician's List in Microsoft Excel each time new physicians come on board and others check out. Send this out monthly to staff.
- Edit the Department Heads/Chiefs List in Excel when changes occur. Send this out monthly to staff.
- Each morning run the Physician's List of Deficiencies Report and place in binder.
- Reviews the Physician's List of Deficiencies Report for inaccuracies and researches the records making the appropriate corrections.
- Update the Physician's Sign-In Log Sheet into the Delinquency Report in Microsoft Excel.
- Update deployed staff, TAD physicians, etc into the Delinquency Report in Microsoft Excel.
- Run Incomplete Record Deficiency list from CHCS for a weekly report in Excel. Audit it for errors and make corrections. Rerun report and abstract information for final entry into Excel spreadsheet.
- Prepares and enters data in the Walter Reed National Military Medical Center Delinquency Tracking Report.
- Responsible for preparing the report that is presented to the Medical records Committee quarterly.
- Responsible for maintaining other reports as required by leadership.
- Responsible for monitoring the transcription printer throughout the day for operative reports that staff must separate into piles and disperse accordingly.
- Un-archive records for physicians to make edits into Essentris program, print the corrections and process record accordingly. Re-archive the record in Essentris program.
- Email physicians for the Correspondence Department when an incomplete record is requested and not yet signed and complete.
- Email physicians to notify them that they have a coding query from the coder.
- Email physicians or immediate supervisor for admission queries and issues.
- Assist physicians with their requests for copies of Essentris program notes.
- Oversight of the process for Peer Review requests from physicians.
- Correspond and assist the Legal Department and Patient Advocacy in completing requested incomplete records.
- Coordinate with staff members from other departments within the hospital to obtain necessary reports to complete the record.

### **3.11.2 HISTORICAL WORKLOAD DATA AREA XI:**

- Monitor, update and review reports daily for support of 40 staff members.
- 300 patient files for complete and accurate information.
- 50 visitors/patients daily.

### **3.11.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA XI:**

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.

## **4.0 PERFORMANCE REQUIREMENTS SUMMARY**

<b>Task or Deliverable</b>	<b>Performance Standard</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Surveillance Method</b>	<b>Performance Measure</b>
Task 3.1 Area I: Provide a range of	Prepare and maintain files, reports,	95% (5% error) for every 100 entries	Random Inspections	Quality/Timeliness

secretary support to various departments	medical records, screenings, departmental correspondence daily as required.	completed		
Task 3.2 Area II: Provide a range of accounting support	Prepare and maintain files, billings, entitlements, receipts, payments daily as required.	98% (2% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.3 Area III: Provide a range of administrative support to various departments	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.4 Area IV: Provide a range of clerical support to various departments	Prepare and maintain files, medical records, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.5 Area V: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.6 Area VI: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.7 Area VII: Provide a range of marketing, secretarial and administrative support	Prepare and maintain graphic printing, handouts, flyers and signs. Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness

Task 3.8 Area VIII: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.9 Area IX: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.10 Area X: Provide a range of administrative support	Prepare and maintain files, reports, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.11 Area XI: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness

The following positive/negative incentives may be considered when evaluating contractor performance:

Positive:

- Contract Length Considerations (options and award terms)
- Favorable Past Performance Evaluation

Negative:

- Implement increased surveillance and/or contractor reporting
- Adverse performance documentation in the contractor's Performance Assessment Reporting System (CPARS)
- Contract Length Considerations (not exercising options)
- Termination for Default

## 6.0 PERIOD OF PERFORMANCE:

Base: 16 October 2013 – 15 October 2014

## 7.0 PLACE OF PERFORMANCE:

The place of performance is Walter Reed National Military Medical Center, Bethesda, Maryland 20889.

## 8.0 WORK ENVIRONMENT AND PHYSICAL DEMANDS: Task involves 100% work in an office or and health clinic environment.

**9.0 PERSONAL APPEARANCE:** Contractor employees are the first contact that customers/personnel will have contact with and shall present a neat appearance and be easily recognized as contractor employees. The contractor shall have an appropriate customer service demeanor. All contractor personnel shall at all times, conspicuously display a distinctive badge provided by the contractor, identifying personnel as employees of the contractor, and shall observe and otherwise be subject to such security regulations in effect for the particular premises involved.

**10.0 PERSONNEL CONDUCT:** The selection, assignment, reassignment, transfer, supervision, management, and control of contractor personnel employed to perform tasks specified herein shall be the responsibility of the contractor. The contractor shall be responsible for the performance and conduct of contractor and subcontractor employees at all times. Personnel employed by the contractor in the performance of this contract, or any representative of the contractor entering the installation shall abide by the security regulations listed in the contract and shall be subject to such checks by the Government as deemed necessary. The contractor shall not employ for performance under this contract any person whose employment would result in a conflict of interest with the Government's standards of conduct.

**11.0 INTERACTION WITH OTHER ACTIVITIES:**

**11.1 Government Personnel:** Government and contractor personnel will be working in common office areas. Contractor performance shall not interfere with Government work in the area where any service is being performed. In the event the contractor believes that Government and other contractor personnel are interfering with the performance of the tasks described in this PWS, the contractor shall notify the Contracting Officer Representative (COR) immediately. The contractor is obligated to continue performance of the effort described in this contract unless there is authorization from the Contracting Officer and/or COR to stop work. Failure by the contractor to notify the COR and receive necessary instructions could result in denial of any additional costs incurred in performance of the contract under such conditions.

**11.2 Other Contractor Personnel:** Other Government contractors may be performing required services in areas that interrelate with the requirements of this contract. The Government will facilitate initial contact between contractors performing other contracts and this contract. The contractor shall provide all further required coordination between other contractors for any task specified in this contract that relates to or impacts on any other contracted work.

**12.0 CONTRACTOR IDENTIFICATION:** Contracting personnel must identify themselves as "contractors" when attending meetings, answering Government telephones, or working in situations where their actions could be construed as official government acts. The Contractor must ensure that their employee(s) display(s) his or her name and the name of the company while in the work area, and include the company's name in his or her email display.

**13.0 PERSONNEL COMPLIANCE:** The contractor shall ensure that contractor employees observe and comply with all local and higher authority policies, regulations, and procedures concerning fire, safety, environmental protection, sanitation, security, traffic, parking, energy conservation, flag courtesy, "off limits" areas, and possession of firearms or other lethal weapons. When two or more directives or instructions apply, the contractor shall comply with the more stringent of the directives or instructions.

**14.0 SMOKING AND DRUG POLICY:**

**14.1 Smoking Policy:** The contractor shall comply with local command smoking policies and workforce requirements. The contractor shall also comply with all Federal drug-free workplace and work force requirements and local command policies.

**14.2 Drug Policy:** The contractor shall comply with all applicable Federal statutes, laws, and regulations to implement a Drug Free Workplace Program (DFWP).

Copies of policies will be provided to the contractor by the local command Administrative Officer (AO) at performance start date.

**15.0 EMPLOYMENT OF FEDERAL EMPLOYEES:** The contractor shall not employ or enter into a contract with any person to perform work under this contract who is an employee of the United States Government, either military or civilian, unless such person receives approval IAW applicable Federal, Navy and DOD regulations.

**16.0 LANGUAGE REQUIREMENTS:** All contractor personnel shall be sufficiently competent in reading, writing, speaking, and understanding English to perform the work.

**17.0 MANDATORY CLEARANCES/CERTIFICATIONS/PERMITS:** None

**18.0 CONTRACT SECURITY REQUIREMENT:**

Work under this task order requires access to personally identifiable information (PII) and information protected by the Privacy Act of 1974. In addition to the security requirements below, contractors performing work under this task order must meet the following criteria: Per SECNAV M-5510.30, all individuals with access to PII or Privacy Act information must be US Citizens; therefore US Citizenship is a requirement. In all cases contract employees must meet eligibility requirements for a position of trust at a minimum. The contractor shall comply with all applicable DoD security regulations and procedures during the performance of this task order. Contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, privacy act data, sensitive but unclassified (SBU) information and all government personnel work products that are obtained or generated in the performance of this task order. Contractor employees are required to have National Agency Check, Local Agency Check and Local Credit Check (NACLC) investigation at a minimum in accordance with DoD Instruction 8500.2. Local Agency Check and Local Credit Check must be submitted and results received prior to commencement of work.

**AN "UNFAVORABLE" OR "NO DETERMINATION" ADJUDICATION OF THE CONTRACTOR EMPLOYEES INVESTIGATION WILL RESULT IN IMMEDIATE TERMINATION OF ACCESS TO THE WORKSPACE AND RECORDS.**

Purpose: Reference is hereby made to Navy awarded contracts requiring contractor access to Navy information systems, SBU information, areas critical to the operations of the command, and/or classified information. Although these contracts may not be classified, contractor employees are required to have obtained a favorably adjudicated National Agency Check with Local Agency and Credit Checks (NACLC) determination at a minimum. The Department of the Navy (DoN) has determined that all DoN Information systems are sensitive regardless of whether the information is classified or unclassified. A contractor whose work involves access to sensitive unclassified information warrants a judgment of an employee's trustworthiness. Therefore, all personnel accessing DoN Computer systems must undergo investigation for a position of trust to verify their trustworthiness. Also, Commands will include Facility Access Determination (FAD) program requirements in the contract specifications when determinations for facility access only will be required on the contractor employees. The following addresses those requirements for Security.

**NO FOREIGN NATIONAL WILL BE EMPLOYED ON THIS GOVERNMENT CONTRACT.**

This clause does not apply to employees hired overseas In accordance with Status of Forces Agreements, Diplomatic (memorandums) of understanding or other Host Nation Agreements. Employees hired under these agreements are subject to local pre-employment checks.



“Each contractor employee shall comply with the HSPD-12 E-Verify Federal Acquisition Regulations FAR Clause 52.222-54 Employment Eligibility Verification”

All contractors, working within DoN Spaces must be entered into the Joint Personnel Adjudication System (JPAS), and then owned by their contracting company facility security officer (FSO). The receiving command Security Manager will then service those individuals in JPAS for tracking and monitoring of their investigation status.

If no previous investigation exists the contractor personnel shall complete the requirement for a NACLC.

NACLC's for positions of trust will be processed through the receiving command Security Manager.

Investigative requirements for DoN Contractor personnel requiring access to classified information are managed under the National Industrial Security Program (NISP). Requests for investigation of contractor personnel for security clearance eligibility are processed by the Office of Personnel Management (OPM) and adjudicated by Defense Industrial Security Clearance Office (DISCO). When Sensitive Compartmented Information (SCI) access is at issue, the Department of the Navy Central Adjudication Facility (DoNCAF) is the adjudicative authority for all DoN Contractor personnel requiring SCI access eligibility.

The Contractor shall ensure that a complete security package, (SF-85, SF-85P, SF-86 and FD258 2 copies) are submitted to the Command Security Officer receiving the contracted services in order for the Security Officer to conduct a suitability review of the submitted investigative forms.

The Contractor FSO or security representative shall ensure that individuals assigned to the command are U.S. citizens and will ensure completion of the SF-85P or SF-86. The SF-85P or SF-86 along with the original signed release statements and two applicant fingerprint cards (FD 258) will be forwarded to the receiving command Security Manager at least one week prior to reporting for duty.

**Personnel cannot be properly processed and provided system access prior to their reporting date without receiving the investigative paperwork one week prior.**

For contracts requiring a position of trust the Command Security Officer will submit the forms for a position of trust. For classified contracts the contractor FSO will submit the SF-86 to OPM for processing and eventual adjudication by DISCO.

The completed SF-85P or SF-86 will be reviewed by the receiving command Security Manager for completeness, accuracy and suitability prior to the submission. If the contractor appears suitable after the questionnaire has been reviewed, the request will be forwarded to OPM.

The completed SF-85P or SF-86 along with attachments will be forwarded to the Office of Personnel Management (OPM) who will conduct the NACI investigation or equivalent. All contract personnel will in-process with the receiving command Security Manager and Information Assurance Manager upon arrival to the command and will out-process prior to their departure.

Please note: When processing a Questionnaire for National Security Positions, the applicants can only access the e-QIP system if they have been instructed to do so by an appropriate official at sponsoring agency. Individuals cannot pre-apply for a security clearance, nor update their security questionnaire, unless granted access by an appropriate agency official. The e-QIP software can be accessed at the Office of Personnel Management (OPM) website <http://www.opm.gov/e-qip/index.asp> or <http://www.dss.mil> the contractor shall provide the completed Questionnaire for Public Trust Positions, or Questionnaire for National Security Positions with the original signed release statements and two applicant fingerprint cards (FD 258) to the receiving command Security Manager for suitability determination. The receiving command Security Manager will review the form for completeness, accuracy and suitability issues, and forward to OPM as detailed on the OPM website. Applicants can obtain an SF-86 or SF-85P by visiting the Office of

Personnel Management (OPM) website located at: <http://www.opm.gov/forms/html/sf.asp>. The responsibility for providing the fingerprint cards rests with the contractor.

The Department of the Navy Central Adjudication Facility will provide the completed investigation to the receiving command Security Manager for the determination in cases where a favorable determination cannot be reached due to the discovery of potentially derogatory information. The command will provide written notification to the contractor advising whether or not the contractor employee will be admitted to command areas or be provided access to unclassified but sensitive business information. Determinations are the sole prerogative of the commanding officer of the sponsor activity. If the commanding officer determines, upon review of the investigation, that allowing a person to perform certain duties or access to certain areas, would pose an unacceptable risk, that decision is final. No due process procedures are required.

The contractor employee shall take all lawful steps available to ensure that information provided or generated pursuant to this arrangement is protected from further disclosure unless the agency provides written consent to such disclosure.

**The FSO will ensure that the SAAR-N is forwarded to the receiving command Security Manager for receipt at least one week prior to the start date for the individual.**

"ALL AUTHORIZED USERS OF DoD INFORMATION SYSTEMS SHALL RECEIVE INITIAL INFORMATION ASSURANCE IA ORIENTATION AS A CONDITION OF ACCESS AND THEREAFTER MUST COMPLETE ANNUAL IA REFRESHER AWARENESS TRAINING TO MAINTAIN AN ACTIVE USER ACCOUNT."

Pre-employment Clearance Action: Employees requiring access to classified information, upon reporting to their position, will be read into access by the local command security representative. A local classified material handling indoctrination will take place at that time.

The I-9 form lists acceptable forms of identification that can be provided to prove U.S. citizenship. Dual citizens are required to renounce their secondary citizenship in order to work for the U.S. government. Citizenship can be renounced by turning in the foreign national passport to a government security officer for destruction or to the originating embassy of the passport. Individuals should request a signed affidavit from their embassy recognizing the renouncing of their citizenship.

#### Acceptable Proof of Citizenship

- a. For individuals born in the United States, a birth certificate is the primary and preferred means of citizenship verification. Acceptable certificates must show that the birth record was filed shortly after birth and it must be certified with the registrar's signature. It must bear the raised, impressed, or multicolored seal of the registrar's office. The only exception is if a state or other jurisdiction does not issue such seals as a matter of policy. Uncertified copies of birth certificates are not acceptable. A delayed birth certificate is one created when a record was filed more than one year after the date of birth. Such a certificate is acceptable if it shows that the report of birth was supported by acceptable secondary evidence of birth. Secondary evidence may include: baptismal or circumcision certificates, hospital birth records, or affidavits of persons having personal knowledge about the facts of birth. Other documentary evidence can be early census, school, or family bible records, newspaper files, or insurance papers. All documents submitted as evidence of birth in the U.S. shall be original or certified documents.
- b. If the individual claims citizenship by naturalization, a certificate of naturalization is acceptable proof of citizenship.
- c.. A Passport, current or expired, is acceptable proof of citizenship.
- d. A Record of Military Processing-Armed Forces of the United States (DD Form 1966) is acceptable proof of citizenship, provided it reflects U.S. citizenship.
- e. If Citizenship is from the Island of Puerto Rico; see Puerto Rico Birth Certificates Law 191 of 2009, at web site <http://www.prfaa.com/birthcertificates/>.
- f. If citizenship was acquired by birth abroad to a U.S. citizen parent or parents, the following are acceptable evidence:
  - (1) A Certificate of Citizenship issued by the Department of Homeland Security, U.S. Citizenship and Immigration Services (USCIS) or its predecessor organization.
  - (2) A Report of Birth Abroad of a Citizen of the United States of America
  - (3) A Certificate of Birth.

**19.0 PERSONNEL REMOVAL:** Government rules, regulations, laws, directives, and requirements that are issued during the term of the performance period relating to law and order, installation administration, and security shall be applicable to all contractor employees and representatives who enter the installation. Violation of such rules, regulations, laws, directives, or requirements shall be grounds for removal (permanently or temporarily as the Government determines) from the work site or installation. Removal of employees does not relieve the contractor from the responsibility for the work defined in this contract.

- **Removal by Installation Commander:** The Installation Commander may, at his discretion, bar an individual from the installation under the authority of 18 USC 1382 (1972), for conduct that is determined to be contrary to good order, discipline, or installation security and safety.
- **Removal Requested by Designated Government Representative (DGR):** The DGR may require the contractor to remove an employee working under this contract for reasons of misconduct or security violations. Contractor employees shall be subject to dismissal from the premises upon determination by the DGR that such action is necessary in the interest of the Government.
- **Removal by Military Police:** Contractor employees may be denied entry to or may be removed from the installation by Military Police if it is determined that the employee's presence on the installation may be contrary to good order, discipline, or installation security and safety.
- **Removal for Unsatisfactory Performance:** The government reserves the right to require the Contractor to remove and replace any personnel who provided unsatisfactory performance, demonstrate insufficient knowledge, or possess inadequate skill levels necessary to complete assigned tasks. The skill level of the staff provided shall be current and consistent with new technologies.

**20.0 GOVERNMENT FURNISHED PROPERTY: NONE**

The work under this contract is located at a Government site or installation. In accordance with DFARS PGI 245.102-70(2) property that is incidental to the place of performance will be made available and used by contractor personnel. The Government will provide adequate working space, all equipment (e.g., desk, chair, computer, drafting equipment, printer, copier, telephone, etc.), utilities, janitorial services and expendable operating supplies for the duration of this task order. The contractor shall maintain the assigned office space in a neat and orderly manner. Contractor shall only use government-furnished facilities, equipment and supplies to accomplish the tasks required under this order. Personal or company use of phones, utilities, computers, printers, copiers, etc., not directly related to required services is strictly prohibited. Contractor shall not remove any government-furnished equipment or supplies from the worksite without the express written permission of the Contracting Officer's Technical Representative or his/her designated representative.

**21.0 CONTRACTOR FURNISHED MATERIAL/EQUIPMENT: None**

**22.0 TRAVEL AND PER DIEM: None**

**23.0 SAFETY:** The contractor is solely responsible for compliance of all safety regulations of employees while working on government owned facilities. All accidents which may arise out of, or in connection with, performance of services required hereunder which result in injury, death, or property damage, shall be reported in writing to the Contracting Officer and cognizant Contracting Officer Representative (COR) within twenty-four hours of such occurrence. Reports shall provide full details of the accident, including statements from witnesses. The fore-going procedures shall also apply to any claim made by a third party against the contractor as a result of any accident that occurs in connection with performance under this contract.

**24.0 NON-PERSONAL SERVICE STATEMENT:** Contractor employees performing services under this order will be controlled, directed, and supervised at all times by management personnel of the contractor. Contractor management will ensure that employees properly comply with the performance work standards outlined in the

statement of work. Contractor employees will perform their duties independent of, and without the supervision of, any Government official or other Defense Contractor. The tasks, duties, and responsibilities set forth in the task order may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the United States Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee, or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

**25.0 GOVERNMENT MANAGEMENT OVERSIGHT:** Government management will provide general instructions on limitations and deadlines. Additional instructions will be provided for any unusual assignments or those that vary from established procedures. The contractor's employees will independently carry out the assignments. Completed work will spot-checked by Government management for adherence to procedures, accuracy, completeness.

**26.0 MANAGEMENT QUALITY CONTROL PLAN:** The contractor shall ensure quality service is maintained to perform services throughout the life of the contract and methods for improving the overall quality are also employed. Offerors shall therefore prepare and submit a management/quality control plan. The plan shall discuss the Contractor's overall approach and procedures for evaluating the major service areas contained in the PWS, communicating with the Government, resolving deficiencies, identifying potential improvements, and managing day to day operations. As part of the Management Quality Control Plan (QCP), the contractor may conduct internal QC inspections. Results of any contractor internal QC inspections and corrective actions taken shall be made available to the Government for review throughout the performance of this SOW. The Government may periodically require the contractor to update/revise the Management QCP to ensure quality service is maintained throughout the life of the contract.

**27.0 TECHNICAL POINT OF CONTACT AND INSPECTION AND ACCEPTANCE:**

The Contracting Officer (KO) has ultimate authority for administration and modification of this contract and is the only Government Representative that has the authority to direct changes. The KO may delegate certain authority through various appointed representatives, including, but not limited to, the COR, technical assistants, one or more technical monitors, and other Government representatives associated with specific functions. The Contracting Officer's Representative and Technical Assistants under this Task Order are the persons responsible for performing inspection and acceptance of the contractor's performance at the destination.

COR: Donna Smith  
Voice Phone: 757-396-0131  
E-mail: donna.l.smith2@navy.mil

**27.0 CONTRACTING OFFICE POINTS OF CONTACT**

Contract Specialist: Lawrence Mark  
Voice Phone: (904) 542-4326  
E-mail: Lawrence.Mark@navy.mil

**FY14 FUNDING**

Funding is issued in anticipation of the enactment of the FY2014 Department of Defense Appropriations Act or an extended Continuing Resolution Act (CRA) and is subject to all provisions of which ever act becomes applicable on or after 01 October 2013.

## INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
0001	Destination	Government	Destination	Government
0002	Destination	Government	Destination	Government
0003	Destination	Government	Destination	Government
0004	Destination	Government	Destination	Government
0005	Destination	Government	Destination	Government
0006	Destination	Government	Destination	Government
0007	Destination	Government	Destination	Government
0008	Destination	Government	Destination	Government
0009	Destination	Government	Destination	Government
0010	Destination	Government	Destination	Government
0011	Destination	Government	Destination	Government
2001	Destination	Government	Destination	Government
2002	Destination	Government	Destination	Government
200201	Destination	Government	Destination	Government
2003	Destination	Government	Destination	Government
200301	Destination	Government	Destination	Government
2004	Destination	Government	Destination	Government
2005	Destination	Government	Destination	Government
2006	Destination	Government	Destination	Government
2007	Destination	Government	Destination	Government
2008	Destination	Government	Destination	Government
2009	Destination	Government	Destination	Government
2010	Destination	Government	Destination	Government
201001	Destination	Government	Destination	Government
2011	Destination	Government	Destination	Government
201101	Destination	Government	Destination	Government

## DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
0001	POP 16-OCT-2013 TO 15-OCT-2014	N/A	N/A FOB: Destination	
0002	POP 16-OCT-2013 TO 15-OCT-2014	N/A	N/A FOB: Destination	
0003	POP 16-OCT-2013 TO 15-OCT-2014	N/A	N/A FOB: Destination	
0004	POP 16-OCT-2013 TO 15-OCT-2014	N/A	N/A FOB: Destination	

0005	POP 16-OCT-2013 TO 15-OCT-2014	N/A	N/A FOB: Destination	
0006	POP 16-OCT-2013 TO 15-OCT-2014	N/A	N/A FOB: Destination	
0007	POP 16-OCT-2013 TO 15-OCT-2014	N/A	N/A FOB: Destination	
0008	POP 16-OCT-2013 TO 15-OCT-2014	N/A	N/A FOB: Destination	
0009	POP 16-OCT-2013 TO 15-OCT-2014	N/A	N/A FOB: Destination	
0010	POP 16-OCT-2013 TO 15-OCT-2014	N/A	N/A FOB: Destination	
0011	POP 16-OCT-2013 TO 15-OCT-2014	N/A	N/A FOB: Destination	
2001	POP 16-OCT-2014 TO 15-APR-2015	N/A	WALTER REED NATIONAL ARRIEL LINGAT MILITARY MEDICAL CENTER 8901 WISCONSIN AVE BETHESDA MD 20889-5600 301-295-1982 FOB: Destination	N00168
2002	POP 16-OCT-2014 TO 15-APR-2015	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
200201	N/A	N/A	N/A	N/A
2003	POP 16-OCT-2014 TO 15-APR-2015	N/A	WALTER REED NATIONAL ARRIEL LINGAT MILITARY MEDICAL CENTER 8901 WISCONSIN AVE BETHESDA MD 20889-5600 301-295-1982 FOB: Destination	N00168
200301	N/A	N/A	N/A	N/A
2004	POP 16-OCT-2014 TO 15-APR-2015	N/A	WALTER REED NATIONAL ARRIEL LINGAT MILITARY MEDICAL CENTER 8901 WISCONSIN AVE BETHESDA MD 20889-5600 301-295-1982 FOB: Destination	N00168
2005	POP 16-OCT-2014 TO 15-APR-2015	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168

2006	POP 16-OCT-2014 TO 15-APR-2015	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
2007	POP 16-OCT-2014 TO 15-APR-2015	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
2008	POP 16-OCT-2014 TO 15-APR-2015	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
2009	POP 16-OCT-2014 TO 15-APR-2015	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
2010	N/A	N/A	N/A	N/A
201001	N/A	N/A	N/A	N/A
2011	POP 16-OCT-2014 TO 15-APR-2015	N/A	WALTER REED NATIONAL ARRIEL LINGAT MILITARY MEDICAL CENTER 8901 WISCONSIN AVE BETHESDA MD 20889-5600 301-295-1982 FOB: Destination	N00168
201101	N/A	N/A	N/A	N/A

## ACCOUNTING AND APPROPRIATION DATA

AA: 9740130 18P2 000 00168 0 068688 2D CHWW41 00  
 COST CODE: 001684PBD15Q  
 AMOUNT: \$255,145.08  
 CIN N0016814RCHWW410001: \$255,145.08

AB: 9740130 18P2 000 00168 0 068688 2D CHWW44 00  
 COST CODE: 001684PBD15Q  
 AMOUNT: \$52,383.24  
 CIN N0016814RCHWW440002: \$52,383.24

AC: 9740130 18P2 000 00168 0 068688 2D CHWW42 00  
 COST CODE: 001684PBD15Q  
 AMOUNT: \$508,012.68  
 CIN N0016814RCHWW420004: \$508,012.68

AD: 9740130 18P2 000 00168 0 068688 2D CHWW43 00  
 COST CODE: 001684PBD15Q  
 AMOUNT: \$45,948.00  
 CIN N0016814RCHWW430005: \$45,948.00

AE: 9740130 18P2 000 00168 0 068688 2D CHWA08 00  
 COST CODE: 001684PAM15Q  
 AMOUNT: \$94,222.08

CIN N0016814RCHWA080006: \$94,222.08

AF: 9740130 18P2 000 00168 0 068688 2D CHWW48 00  
COST CODE: 001684PBD15Q  
AMOUNT: \$680,339.40  
CIN N0016814RCHWW480007: \$680,339.40

AG: 9740130 18P2 000 00168 0 068688 2D CHWW49 00  
COST CODE: 001684PBD15Q  
AMOUNT: \$437,803.44  
CIN N0016814RCHWW490008: \$437,803.44

AH: 9740130 18P2 000 00168 0 068688 2D CHWW45 00  
COST CODE: 001684PBD15Q  
AMOUNT: \$466,224.60  
CIN N0016814RCHWW450009: \$466,224.60

AJ: 9740130 18P2 000 00168 0 068688 2D CHWW46 00  
COST CODE: 001684PBD15Q  
AMOUNT: \$60,808.56  
CIN N0016814RCHWW460010: \$60,808.56

AK: 9740130 18P2 000 00168 0 068688 2D CHWW47 00  
COST CODE: 001684PBD15Q  
AMOUNT: \$63,392.88  
CIN N0016814RCHWW470011: \$63,392.88

AL: 9740130 18P2 000 00168 0 068688 2D CHWW50 00  
COST CODE: 001684PBD15Q  
AMOUNT: \$1,843,357.68  
CIN N0016814RCHWW500003: \$1,843,357.68

AM: 9750130 18P2 000 00168 0 068688 2D CHWA24  
COST CODE: 001685PWS15Q  
AMOUNT: \$127,572.54  
CIN N0016815RCHWA242001: \$127,572.54

AN: 9750130 18P2 000 00168 0 068688 2D CHWW05  
COST CODE: 001685PBD15Q  
AMOUNT: \$0.00  
CIN N0016815RCHWW052002: \$0.00

AP: 9750130 18P2 000 00168 0 068688 2D CHWA26  
COST CODE: 001685PWX15Q  
AMOUNT: \$0.00  
CIN N0016815RCHWA262003: \$0.00

AQ: 9750130 18P2 000 00168 0 068688 2D CHWA25  
COST CODE: 001685PAM15Q  
AMOUNT: \$254,006.34  
CIN N0016815RCHWA252004: \$254,006.34

AR: 9750130 18P2 000 00168 0 068688 2D CHPH01  
COST CODE: 001685PPCD5Q  
AMOUNT: \$22,974.00  
CIN N0016815RCHPH012005: \$22,974.00

AS: 9750130 18P2 000 00168 0 068688 2D CHWW08  
COST CODE: 001685PAE15Q  
AMOUNT: \$47,111.04  
CIN N0016815RCHWW082006: \$47,111.04

AT: 9750130 18P2 000 00168 0 068688 2D CH0005



COST CODE: 0016854EB65Q

AMOUNT: \$340,169.70

CIN N0016815RCH00052007: \$340,169.70

AU: 9750130 18P2 000 00168 0 068688 2D CHWW10

COST CODE: 001685PAW15Q

AMOUNT: \$218,901.72

CIN N0016815RCHWW102008: \$218,901.72

AV: 9750130 18P2 000 00168 0 068688 2D CHWW06

COST CODE: 001685PAP15Q

AMOUNT: \$233,112.30

CIN N0016815RCHWW062009: \$233,112.30

AW: 9750130 18P2 000 00168 0 068688 2D CHWW09

COST CODE: 001685PBD15Q

AMOUNT: \$0.00

CIN N0016815RCHWW092010: \$0.00

AX: 9750130 18P2 000 00168 0 068688 2D CDWW07

COST CODE: 00168PAH15Q

AMOUNT: \$0.00

CIN N0016815RCHWW072011: \$0.00

AY: 9750130 18P2 000 00168 0 068688 2D CH0807 00

COST CODE: 001685EBHA5Q

AMOUNT: \$26,191.62

CIN N0016815RCH0807200201: \$26,191.62

AZ: 9750130 18P2 000 00168 0 068688 2D CHWW07 00

COST CODE: 001685PAH15Q

AMOUNT: \$31,696.44

CIN N0016815RCHWW07201101: \$31,696.44

BA: 9750130 18P2 000 00168 0 068688 2D CH0922 00

COST CODE: 0016854EJA5Q

AMOUNT: \$921,678.84

CIN N0016815RCH0922200301: \$921,678.84

BB: 9750130 18P2 000 00168 0 068688 2D CH0009 00

COST CODE: 001685L1015Q

AMOUNT: \$30,404.28

CIN N0016815RCH0009201001: \$30,404.28

## CLAUSES INCORPORATED BY REFERENCE

52.203-3	Gratuities	APR 1984
52.204-9	Personal Identity Verification of Contractor Personnel	JAN 2011
52.204-13	Central Contractor Registration Maintenance	DEC 2012
52.212-4	Contract Terms and Conditions--Commercial Items	JUN 2013
52.228-5	Insurance - Work On A Government Installation	JAN 1997
52.232-18	Availability Of Funds	APR 1984
52.246-4	Inspection Of Services--Fixed Price	AUG 1996
252.201-7000	Contracting Officer's Representative	DEC 1991
252.203-7000	Requirements Relating to Compensation of Former DoD Officials	SEP 2011
252.205-7000	Provision Of Information To Cooperative Agreement Holders	DEC 1991
252.219-7011	Notification to Delay Performance	JUN 1998

252.226-7001	Utilization of Indian Organizations and Indian-Owned Economic Enterprises, and Native Hawaiian Small Business Concerns	SEP 2004
252.232-7003	Electronic Submission of Payment Requests and Receiving Reports	JUN 2012
252.232-7010	Levies on Contract Payments	DEC 2006
252.239-7001	Information Assurance Contractor Training and Certification	JAN 2008
252.243-7002	Requests for Equitable Adjustment	DEC 2012

#### CLAUSES INCORPORATED BY FULL TEXT

#### 52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS--COMMERCIAL ITEMS (JAN 2013)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.222-50, Combating Trafficking in Persons (FEB 2009) (22 U.S.C. 7104(g)).

\_\_\_ Alternate I (Aug 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(2) 52.233-3, Protest After Award (AUG 1996) (31 U.S.C. 3553).

(3) 52.233-4, Applicable Law for Breach of Contract Claim (OCT 2004) (Pub. L. 108-77, 108-78).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items: (Contracting Officer check as appropriate.)

\_X\_ (1) 52.203-6, Restrictions on Subcontractor Sales to the Government (Sept 2006), with Alternate I (Oct 1995) (41 U.S.C. 253g and 10 U.S.C. 2402).

\_\_\_ (2) 52.203-13, Contractor Code of Business Ethics and Conduct (Apr 2010) (Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note)).

\_\_\_ (3) 52.203-15, Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (June 2010) (Section 1553 of Pub. L. 111-5). (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009.)

\_X\_ (4) 52.204-10, Reporting Executive Compensation and First-Tier Subcontract Awards (Aug 2012) (Pub. L. 109-282) (31 U.S.C. 6101 note).

\_\_\_ (5) 52.204-11, American Recovery and Reinvestment Act—Reporting Requirements (Jul 2010) (Pub. L. 111-5).

\_X\_ (6) 52.209-6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment. (Dec 2010) (31 U.S.C. 6101 note).

\_\_\_\_ (7) 52.209-9, Updates of Publicly Available Information Regarding Responsibility Matters (Feb 2012) (41 U.S.C. 2313).

\_\_\_\_ (8) 52.209-10, Prohibition on Contracting with Inverted Domestic Corporations (MAY 2012) (section 738 of Division C of Pub. L. 112-74, section 740 of Division C of Pub. L. 111-117, section 743 of Division D of Pub. L. 111-8, and section 745 of Division D of Pub. L. 110-161).

\_\_\_\_ (9) 52.219-3, Notice of HUBZone Set-Aside or Sole-Source Award (NOV 2011) (15 U.S.C. 657a).

\_\_\_\_ (10) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (Jan 2011) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).

\_\_\_\_ (11) [Reserved]

X\_\_\_\_ (12)(i) 52.219-6, Notice of Total Small Business Set-Aside (NOV 2011) (15 U.S.C. 644).

\_\_\_\_ (ii) Alternate I (NOV 2011).

\_\_\_\_ (iii) Alternate II (NOV 2011).

\_\_\_\_ (13)(i) 52.219-7, Notice of Partial Small Business Set-Aside (June 2003) (15 U.S.C. 644).

\_\_\_\_ (ii) Alternate I (Oct 1995) of 52.219-7.

\_\_\_\_ (iii) Alternate II (Mar 2004) of 52.219-7.

X\_\_\_\_ (14) 52.219-8, Utilization of Small Business Concerns (Jan 2011) (15 U.S.C. 637(d)(2) and (3)).

\_\_\_\_ (15)(i) 52.219-9, Small Business Subcontracting Plan (Jan 2011) (15 U.S.C. 637(d)(4)).

\_\_\_\_ (ii) Alternate I (Oct 2001) of 52.219-9.

\_\_\_\_ (iii) Alternate II (Oct 2001) of 52.219-9.

\_\_\_\_ (iv) Alternate III (Jul 2010) of 52.219-9.

\_\_\_\_ (16) 52.219-13, Notice of Set-Aside of Orders (NOV 2011) (15 U.S.C. 644(r)).

X\_\_\_\_ (17) 52.219-14, Limitations on Subcontracting (NOV 2011) (15 U.S.C. 637(a)(14)).

\_\_\_\_ (18) 52.219-16, Liquidated Damages—Subcon-tracting Plan (Jan 1999) (15 U.S.C. 637(d)(4)(F)(i)).

\_\_\_\_ (19)(i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (Oct 2008) (10 U.S.C. 2323) (if the offeror elects to waive the adjustment, it shall so indicate in its offer).

\_\_\_\_ (ii) Alternate I (June 2003) of 52.219-23.

\_\_\_\_ (20) 52.219-25, Small Disadvantaged Business Participation Program—Disadvantaged Status and Reporting (Dec 2010) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

\_\_\_\_ (21) 52.219-26, Small Disadvantaged Business Participation Program— Incentive Subcontracting (Oct 2000) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

\_\_\_\_ (22) 52.219-27, Notice of Service-Disabled Veteran-Owned Small Business Set-Aside (NOV 2011) (15 U.S.C. 657f).

\_X\_ (23) 52.219-28, Post Award Small Business Program Rerepresentation (Apr 2012) (15 U.S.C. 632(a)(2)).

\_\_\_\_ (24) 52.219-29, Notice of Set-Aside for Economically Disadvantaged Women-Owned Small Business (EDWOSB) Concerns (APR 2012) (15 U.S.C. 637(m)).

\_\_\_\_ (25) 52.219-30, Notice of Set-Aside for Women-Owned Small Business (WOSB) Concerns Eligible Under the WOSB Program (APR 2012) (15 U.S.C. 637(m)).

\_X\_ (26) 52.222-3, Convict Labor (June 2003) (E.O. 11755).

\_\_\_\_ (27) 52.222-19, Child Labor—Cooperation with Authorities and Remedies (MAR 2012) (E.O. 3126).

\_X\_ (28) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).

\_X\_ (29) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).

\_X\_ (30) 52.222-35, Equal Opportunity for Veterans (Sep 2010)(38 U.S.C. 4212).

\_X\_ (31) 52.222-36, Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793).

\_X\_ (32) 52.222-37, Employment Reports on Veterans (Sep 2010) (38 U.S.C. 4212).

\_X\_ (33) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496).

\_X\_ (34) 52.222-54, Employment Eligibility Verification (Jul 2012). (Executive Order 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial items as prescribed in 22.1803.)

\_\_\_\_ (35)(i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA–Designated Items (May 2008) (42 U.S.C. 6962(c)(3)(A)(ii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

\_\_\_\_ (ii) Alternate I (May 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

\_\_\_\_ (36) 52.223-15, Energy Efficiency in Energy-Consuming Products (Dec 2007) (42 U.S.C. 8259b).

\_\_\_\_ (37)(i) 52.223-16, IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products (Dec 2007) (E.O. 13423).

\_\_\_\_ (ii) Alternate I (Dec 2007) of 52.223-16.

X (38) 52.223-18, Encouraging Contractor Policies to Ban Text Messaging While Driving (Aug 2011) (E.O. 13513).

\_\_\_\_ (39) 52.225-1, Buy American Act—Supplies (Feb 2009) (41 U.S.C. 10a-10d).

\_\_\_\_ (40)(i) 52.225-3, Buy American Act--Free Trade Agreements--Israeli Trade Act (NOV 2012) (41 U.S.C. chapter 83, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, 19 U.S.C. 3805 note, 19 U.S.C. 4001 note, Pub. L. 103-182, 108-77, 108-78, 108-286, 108-302, 109-53, 109-169, 109-283, 110-138, 112-41, 112-42, and 112-43).

(ii) Alternate I (MAR 2012) of 52.225-3.

(iii) Alternate II (MAR 2012) of 52.225-3.

(iv) Alternate III (NOV 2012) of 52.225-3.

(41) 52.225-5, Trade Agreements (NOV 2012) (19 U.S.C. 2501, et seq., 19 U.S.C. 3301 note).

X (42) 52.225-13, Restrictions on Certain Foreign Purchases (June 2008) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

\_\_\_\_ (43) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (Nov 2007) (42 U.S.C. 5150)

\_\_\_\_ (44) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) (42 U.S.C. 5150).

\_\_\_\_ (45) 52.232-29, Terms for Financing of Purchases of Commercial Items (Feb 2002) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

\_\_\_\_ (46) 52.232-30, Installment Payments for Commercial Items (Oct 1995) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

X (47) 52.232-33, Payment by Electronic Funds Transfer—Central Contractor Registration (Oct 2003) (31 U.S.C. 3332).

\_\_\_\_ (48) 52.232-34, Payment by Electronic Funds Transfer—Other than Central Contractor Registration (May 1999) (31 U.S.C. 3332).

\_\_\_\_ (49) 52.232-36, Payment by Third Party (Feb 2010) (31 U.S.C. 3332).

\_\_\_\_ (50) 52.239-1, Privacy or Security Safeguards (Aug 1996) (5 U.S.C. 552a).

\_\_\_\_ (51)(i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx. 1241(b) and 10 U.S.C. 2631).

\_\_\_\_ (ii) Alternate I (Apr 2003) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items: (Contracting Officer check as appropriate.)

☒ (1) 52.222-41, Service Contract Act of 1965 (Nov 2007) (41 U.S.C. 351, et seq.).

☒ (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (May 1989) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

☒ (3) 52.222-43, Fair Labor Standards Act and Service Contract Act—Price Adjustment (Multiple Year and Option Contracts) (Sep 2009) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

☐ (4) 52.222-44, Fair Labor Standards Act and Service Contract Act—Price Adjustment (Sep 2009) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

☐ (5) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment—Requirements (Nov 2007) (41 351, et seq.).

☐ (6) 52.222-53, Exemption from Application of the Service Contract Act to Contracts for Certain Services—Requirements (Feb 2009) (41 U.S.C. 351, et seq.).

☒ (7) 52.222-17, Nondisplacement of Qualified Workers (JAN 2013) (E.O.13495).

☐ (8) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations (Mar 2009) (Pub. L. 110-247).

☐ (9) 52.237-11, Accepting and Dispensing of \$1 Coin (Sept 2008) (31 U.S.C. 5112(p)(1)).

(d) Comptroller General Examination of Record. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records--Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e) (1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (e)(1) in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause—

(i) 52.203-13, Contractor Code of Business Ethics and Conduct (APR 2010) (Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note).

(ii) 52.219-8, Utilization of Small Business Concerns (DEC 2010) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$650,000 (\$1.5 million for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(iii) 52.222-17, Nondisplacement of Qualified Workers (JAN 2013) (E.O. 13495). Flow down required in accordance with paragraph (l) of FAR clause 52.222-17.

(iv) 52.222-26, Equal Opportunity (MAR 2007) (E.O. 11246).

(v) 52.222-35, Equal Opportunity for Veterans (SEP 2010) (38 U.S.C. 4212).

(vi) 52.222-36, Affirmative Action for Workers with Disabilities (OCT 1998) (29 U.S.C. 793).

(vii) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (DEC 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.

(viii) 52.222-41, Service Contract Act of 1965 (Nov 2007) (41 U.S.C. 351, et seq.).

(ix) 52.222-50, Combating Trafficking in Persons (FEB 2009) (22 U.S.C. 7104(g)).

Alternate I (AUG 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(x) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (Nov 2007) (41 U.S.C. 351, et seq.).

(xi) 52.222-53, Exemption from Application of the Service Contract Act to Contracts for Certain Services--Requirements (FEB 2009) (41 U.S.C. 351, et seq.).

(xii) 52.222-54, Employment Eligibility Verification (JUL 2012).

(xiii) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (MAR 2009) (Pub. L. 110-247). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xiv) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (FEB 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the contractor May include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of clause)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

FAR Clauses: <http://acquisition.gov/far/>

DFARS Clauses: <http://www.acq.osd.mil/dpap/dars/dfars/>

(End of clause)

#### 252.219-7009 SECTION 8(A) DIRECT AWARD (SEP 2007)

(a) This contract is issued as a direct award between the contracting office and the 8(a) Contractor pursuant to the Partnership Agreement between the Small Business Administration (SBA) and the Department of Defense. Accordingly, the SBA, even if not identified in Section A of this contract, is the prime contractor and retains responsibility for 8(a) certification, for 8(a) eligibility determinations and related issues, and for providing counseling and assistance to the 8(a) Contractor under the 8(a) Program. The cognizant SBA district office is:

Richmond District Office  
400 N. 8<sup>th</sup> Street, Suite 1150  
Richmond, VA 23219  
804-771-2400  
SBA Req # 0304/13/306437

(b) The contracting office is responsible for administering the contract and for taking any action on behalf of the Government under the terms and conditions of the contract; provided that the contracting office shall give advance notice to the SBA before it issues a final notice terminating performance, either in whole or in part, under the contract. The contracting office also shall coordinate with the SBA prior to processing any novation agreement. The contracting office may assign contract administration functions to a contract administration office.

(c) The 8(a) Contractor agrees that--

(1) It will notify the Contracting Officer, simultaneous with its notification to the SBA (as required by SBA's 8(a) regulations at 13 CFR 124.308), when the owner or owners upon whom 8(a) eligibility is based plan to relinquish ownership or control of the concern. Consistent with Section 407 of Pub. L. 100-656, transfer of ownership or control shall result in termination of the contract for convenience, unless the SBA waives the requirement for termination prior to the actual relinquishing of ownership and control; and

(2) It will not subcontract the performance of any of the requirements of this contract without the prior written approval of the SBA and the Contracting Officer.

(End of Clause)

#### **52.219-18 -- Notification of Competition Limited to Eligible 8(a) Concerns With DFARS 252.219-7010 Alt A.**

(a) Offers are solicited only from small business concerns expressly certified by the Small Business Administration (SBA) for participation in the SBA's 8(a) Program and which meet the following criteria at the time of submission of offer--

(1) The Offeror is in conformance with the 8(a) support limitation set forth in its approved business plan; and



(2) The Offeror is in conformance with the Business Activity Targets set forth in its approved business plan or any remedial action directed by the SBA.

(b) By submission of its offer, the Offeror represents that it meets all of the criteria set forth in paragraph (a) of this clause.

(c) Any award resulting from this solicitation will be made directly by the Contracting Officer to the successful 8(a) offeror selected through the evaluation criteria set forth in this solicitation.

(d)(1) Agreement. A small business concern submitting an offer in its own name shall furnish, in performing the contract, only end items manufactured or produced by small business concerns in the United States or its outlying areas. If this procurement is processed under simplified acquisition procedures and the total amount of this contract does not exceed \$25,000, a small business concern may furnish the product of any domestic firm. This paragraph does not apply to construction or service contracts.

(2) The Contractor will notify the Contracting Officer in writing immediately upon entering an agreement (either oral or written) to transfer all or part of its stock or other ownership interest to any other party.

(End of clause)

#### 252.232-7006 WIDE AREA WORKFLOW PAYMENT INSTRUCTIONS (MAY 2013)

(a) Definitions. As used in this clause—

Department of Defense Activity Address Code (DoDAAC) is a six position code that uniquely identifies a unit, activity, or organization.

Document type means the type of payment request or receiving report available for creation in Wide Area WorkFlow (WAWF).

Local processing office (LPO) is the office responsible for payment certification when payment certification is done external to the entitlement system.

(b) Electronic invoicing. The WAWF system is the method to electronically process vendor payment requests and receiving reports, as authorized by DFARS [252.232-7003](#), Electronic Submission of Payment Requests and Receiving Reports.

(c) WAWF access. To access WAWF, the Contractor shall—

(1) Have a designated electronic business point of contact in the System for Award Management at <https://www.acquisition.gov>; and

(2) Be registered to use WAWF at <https://wawf.eb.mil/> following the step-by-step procedures for self-registration available at this web site.

(d) WAWF training. The Contractor should follow the training instructions of the WAWF Web-Based Training Course and use the Practice Training Site before submitting payment requests through WAWF. Both can be accessed by selecting the “Web Based Training” link on the WAWF home page at <https://wawf.eb.mil/>.

(e) WAWF methods of document submission. Document submissions may be via web entry, Electronic Data Interchange, or File Transfer Protocol.

(f) WAWF payment instructions. The Contractor must use the following information when submitting payment requests and receiving reports in WAWF for this contract/order:

(1) Document type. The Contractor shall use the following document type(s).

\_2-In-1\_\_\_\_\_

(Contracting Officer: Insert applicable document type(s). Note: If a “Combo” document type is identified but not supportable by the Contractor’s business systems, an “Invoice” (stand-alone) and “Receiving Report” (stand-alone) document type may be used instead.)

(2) Inspection/acceptance location. The Contractor shall select the following inspection/acceptance location(s) in WAWF, as specified by the contracting officer.

\_GOVERNMENT SITE\_\_\_\_\_

(Contracting Officer: Insert inspection and acceptance locations or “Not applicable.”)

(3) Document routing. The Contractor shall use the information in the Routing Data Table below only to fill in applicable fields in WAWF when creating payment requests and receiving reports in the system.

Routing Data Table\*

Field Name in WAWF	Data to be entered in WAWF
Pay Official DoDAAC	HQ0338
Issue By DoDAAC	N68836
Admin DoDAAC	N68836
Inspect By DoDAAC	N47271
Ship To Code	N/A
Ship From Code	N/A
Mark For Code	N00168 (3726)
Service Approver (DoDAAC)	N/A
Service Acceptor (DoDAAC)	N47271
Accept at Other DoDAAC	N/A
LPO DoDAAC	N47271
DCAA Auditor DoDAAC	N/A
Other DoDAAC(s)	N/A

(\*Contracting Officer: Insert applicable DoDAAC information or “See schedule” if multiple ship to/acceptance locations apply, or “Not applicable.”)

(4) Payment request and supporting documentation. The Contractor shall ensure a payment request includes appropriate contract line item and subline item descriptions of the work performed or supplies delivered, unit price/cost per unit, fee (if applicable), and all relevant back-up documentation, as defined in DFARS Appendix F, (e.g. timesheets) in support of each payment request.

(5) WAWF email notifications. The Contractor shall enter the e-mail address identified below in the “Send Additional Email Notifications” field of WAWF once a document is submitted in the system.

\_Donna Smith donna.l.smith2@navy.mil\_\_\_\_\_

(Contracting Officer: Insert applicable email addresses or “Not applicable.”)

(g) WAWF point of contact.

(1) The Contractor may obtain clarification regarding invoicing in WAWF from the following contracting activity’s WAWF point of contact.

\_\_\_N/A\_\_\_\_\_

(Contracting Officer: Insert applicable information or “Not applicable.”)

(2) For technical WAWF help, contact the WAWF helpdesk at 866-618-5988.

(End of clause)

**5252.204-9400 Contractor Unclassified Access to Federally Controlled Facilities, Sensitive Information, Information Technology (IT) Systems or Protected Health Information (July 2013)**

Homeland Security Presidential Directive (HSPD)-12, requires government agencies to develop and implement Federal security standards for Federal employees and contractors. The Deputy Secretary of Defense Directive-Type Memorandum (DTM) 08-006 – “DoD Implementation of Homeland Security Presidential Directive – 12 (HSPD-12)” dated November 26, 2008 (or its subsequent DoD instruction) directs implementation of HSPD-12. This clause is in accordance with HSPD-12 and its implementing directives.

**APPLICABILITY**

This clause applies to contractor employees requiring physical access to any area of a federally controlled base, facility or activity and/or requiring access to a DoN or DoD computer/network/system to perform certain unclassified sensitive duties. This clause also applies to contractor employees who access Privacy Act and Protected Health Information, provide support associated with fiduciary duties, or perform duties that have been identified by DON as National Security Position, as advised by the command security manager. It is the responsibility of the responsible security officer of the command/facility where the work is performed to ensure compliance.

Each contractor employee providing services at a Navy Command under this contract is required to obtain a Department of Defense Common Access Card (DoD CAC). Additionally, depending on the level of computer/network access, the contract employee will require a successful investigation as detailed below.

**ACCESS TO FEDERAL FACILITIES**

Per HSPD-12 and implementing guidance, all contractor employees working at a federally controlled base, facility or activity under this clause will require a DoD CAC. When access to a base, facility or activity is required contractor employees shall in-process with the Navy Command’s Security Manager upon arrival to the Navy Command and shall out-process prior to their departure at the completion of the individual’s performance under the contract.

**ACCESS TO DOD IT SYSTEMS**

In accordance with SECNAV M-5510.30, contractor employees who require access to DoN or DoD networks are categorized as IT-I, IT-II, or IT-III. The IT-II level, defined in detail in SECNAV M-5510.30, includes positions which require access to information protected under the Privacy Act, to include Protected Health Information (PHI). All contractor employees under this contract who require access to Privacy Act protected information are therefore categorized no lower than IT-II. IT Levels are determined by the requiring activity’s Command Information Assurance Manager. Contractor employees requiring privileged or IT-I level access, (when specified by the terms of the contract) require a Single Scope Background Investigation (SSBI) which is a higher level investigation than the

National Agency Check with Law and Credit (NACLC) described below. Due to the privileged system access, a SSBI suitable for High Risk public trusts positions is required. Individuals who have access to system control, monitoring, or administration functions (e.g. system administrator, database administrator) require training and certification to Information Assurance Technical Level 1, and must be trained and certified on the Operating System or Computing Environment they are required to maintain.

Access to sensitive IT systems is contingent upon a favorably adjudicated background investigation. When access to IT systems is required for performance of the contractor employee's duties, such employees shall in-process with the Navy Command's Security Manager and Information Assurance Manager upon arrival to the Navy command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy Information Technology resources. The decision to authorize access to a government IT system/network is inherently governmental. The contractor supervisor is not authorized to sign the SAAR-N; therefore, the government employee with knowledge of the system/network access required or the COR shall sign the SAAR-N as the "supervisor".

The SAAR-N shall be forwarded to the Navy Command's Security Manager at least 30 days prior to the individual's start date. Failure to provide the required documentation at least 30 days prior to the individual's start date may result in delaying the individual's start date.

When required to maintain access to required IT systems or networks, the contractor shall ensure that all employees requiring access complete annual Information Assurance (IA) training, and maintain a current requisite background investigation. The Contractor's Security Representative shall contact the Command Security Manager for guidance when reinvestigations are required.

#### **INTERIM ACCESS**

The Navy Command's Security Manager may authorize issuance of a DoD CAC and interim access to a DoN or DoD unclassified computer/network upon a favorable review of the investigative questionnaire and advance favorable fingerprint results. When the results of the investigation are received and a favorable determination is not made, the contractor employee working on the contract under interim access will be denied access to the computer network and this denial will not relieve the contractor of his/her responsibility to perform.

#### **DENIAL OR TERMINATION OF ACCESS**

The potential consequences of any requirement under this clause including denial or termination of physical or system access in no way relieves the contractor from the requirement to execute performance under the contract within the timeframes specified in the contract. Contractors shall plan ahead in processing their employees and subcontractor employees. The contractor shall insert this clause in all subcontracts when the subcontractor is permitted to have unclassified access to a federally controlled facility, federally-controlled information system/network and/or to government information, meaning information not authorized for public release.

#### **CONTRACTOR'S SECURITY REPRESENTATIVE**

The contractor shall designate an employee to serve as the Contractor's Security Representative. Within three work days after contract award, the contractor shall provide to the requiring activity's Security Manager and the Contracting Officer, in writing, the name, title, address and phone number for the Contractor's Security Representative. The Contractor's Security Representative shall be the primary point of contact on any security matter. The Contractor's Security Representative shall not be replaced or removed without prior notice to the Contracting Officer and Command Security Manager.

#### **BACKGROUND INVESTIGATION REQUIREMENTS AND SECURITY APPROVAL PROCESS FOR CONTRACTORS ASSIGNED TO NATIONAL SECURITY POSITIONS OR PERFORMING SENSITIVE DUTIES**

Navy security policy requires that all positions be given a sensitivity value based on level of risk factors to ensure appropriate protective measures are applied. Navy recognizes contractor employees under this contract as Non-

Critical Sensitive [ADP/IT-II] when the contract scope of work require physical access to a federally controlled base, facility or activity and/or requiring access to a DoD computer/network, to perform unclassified sensitive duties. This designation is also applied to contractor employees who access Privacy Act and Protected Health Information (PHI), provide support associated with fiduciary duties, or perform duties that have been identified by DON as National Security Positions. At a minimum, each contractor employee must be a US citizen and have a favorably completed NACLC to obtain a favorable determination for assignment to a non-critical sensitive or IT-II position. The NACLC consists of a standard NAC and a FBI fingerprint check plus law enforcement checks and credit check. Each contractor employee filling a non-critical sensitive or IT-II position is required to complete:

- SF-86 Questionnaire for National Security Positions (or equivalent OPM investigative product)
- Two FD-258 Applicant Fingerprint Cards (or an electronic fingerprint submission)
- Original Signed Release Statements

Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date. Background investigations shall be reinitiated as required to ensure investigations remain current (not older than 10 years) throughout the contract performance period. The Contractor's Security Representative shall contact the Command Security Manager for guidance when reinvestigations are required.

Regardless of their duties or IT access requirements ALL contractor employees shall in-process with the Navy Command's Security Manager upon arrival to the Navy command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Employees requiring IT access shall also check-in and check-out with the Navy Command's Information Assurance Manager. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy Information Technology resources. The SAAR-N shall be forwarded to the Navy Command's Security Manager at least 30 days prior to the individual's start date. Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date.

The contractor shall ensure that each contract employee requiring access to IT systems or networks complete annual Information Assurance (IA) training, and maintain a current requisite background investigation. Contractor employees shall accurately complete the required investigative forms prior to submission to the Navy Command Security Manager. The Navy Command's Security Manager will review the submitted documentation for completeness prior to submitting it to the Office of Personnel Management (OPM). Suitability/security issues identified by the Navy may render the contractor employee ineligible for the assignment. An unfavorable determination made by the Navy is final (subject to SF-86 appeal procedures) and such a determination does not relieve the contractor from meeting any contractual obligation under the contract. The Navy Command's Security Manager will forward the required forms to OPM for processing. Once the investigation is complete, the results will be forwarded by OPM to the DON Central Adjudication Facility (CAF) for a determination.

If the contractor employee already possesses a current favorably adjudicated investigation, the contractor shall submit a Visit Authorization Request (VAR) via the Joint Personnel Adjudication System (JPAS) or a hard copy VAR directly from the contractor's Security Representative. Although the contractor will take JPAS "Owning" role over the contractor employee, the Navy Command will take JPAS "Servicing" role over the contractor employee during the hiring process and for the duration of assignment under that contract. The contractor shall include the IT Position Category per SECNAV M-5510.30 for each employee designated on a VAR. The VAR requires annual renewal for the duration of the employee's performance under the contract.

#### **BACKGROUND INVESTIGATION REQUIREMENTS AND SECURITY APPROVAL PROCESS FOR CONTRACTORS ASSIGNED TO OR PERFORMING NON-SENSITIVE DUTIES**

Contractor employee whose work is unclassified and non-sensitive (e.g., performing certain duties such as lawn maintenance, vendor services, etc ...) and who require physical access to publicly accessible areas to perform those duties shall meet the following minimum requirements:

- Must be either a US citizen or a US permanent resident with a minimum of 3 years legal residency in the United States (as required by The Deputy Secretary of Defense DTM 08-006 or its subsequent DoD instruction) and
- Must have a favorably completed National Agency Check with Written Inquiries (NACI) including a FBI fingerprint check prior to installation access.

To be considered for a favorable trustworthiness determination, the Contractor's Security Representative must submit for all employees each of the following:

- SF-85 Questionnaire for Non-Sensitive Positions
- Two FD-258 Applicant Fingerprint Cards (or an electronic fingerprint submission)
- Original Signed Release Statements

The contractor shall ensure each individual employee has a current favorably completed National Agency Check with Written Inquiries (NACI) or ensure successful FBI fingerprint results have been gained and investigation has been processed with OPM

Failure to provide the required documentation at least 30 days prior to the individual's start date may result in delaying the individual's start date.

\* Consult with your Command Security Manager and Information Assurance Manager for local policy when IT-III (non-sensitive) access is required for non-US citizens outside the United States.

#### **5252.243-9400 Authorized Changes Only By The Contracting Officer (Jan 1992)**

(a) Except as specified in paragraph (b) below, no order, statement, or conduct of Government personnel who visit the Contractor's facilities or in any other manner communicate with Contractor personnel during the performance of this contract shall constitute a change under the "Changes" clause of this contract.

(b) The Contractor shall not comply with any order, direction or request of Government personnel unless it is issued in writing and signed by the Contracting Officer, or is pursuant to specific authority otherwise included as a part of this contract.

(c) The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract and notwithstanding provisions contained elsewhere in this contract, the said authority remains solely with the Contracting Officer. In the event the Contractor effects any change at the direction of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any increase in charges incurred as a result thereof. The address and telephone number of the Contracting Officer is:

NAME: Lauren Orrok

ADDRESS: NAS Jacksonville Building 110 Jacksonville, FL 32212

TELEPHONE: 904-542-4839

Contract Specialist:

Lawrence Mark

Lawrence.Mark@navy.mil

904-542-4326

(End of Clause)

**FREEDOM OF INFORMATION ACT (FOIA)****UNIT PRICES**

Contractor unit prices, when incorporated into a Government contract, will be released under the Freedom of Information Act (FOIA) without further notice to the contractor submitter. If the Contractor takes issue with the release, it should submit its proposal data with the appropriate legends and explain in detail why such data cannot be released as a public record under the Freedom of Information Act.

**WAGE DETERMINATION**

WD 05-2103 (Rev.-13) was first posted on www.wdol.gov on 06/25/2013

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REGISTER OF WAGE DETERMINATIONS UNDER  
THE SERVICE CONTRACT ACT  
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR  
EMPLOYMENT STANDARDS ADMINISTRATION  
WAGE AND HOUR DIVISION  
WASHINGTON D.C. 20210

Diane C. Koplewski Division of  
Director Wage Determinations

Wage Determination No.: 2005-2103  
Revision No.: 13  
Date Of Revision: 06/19/2013

States: District of Columbia, Maryland, Virginia

Area: District of Columbia Statewide  
Maryland Counties of Calvert, Charles, Frederick, Montgomery, Prince  
George's, St Mary's  
Virginia Counties of Alexandria, Arlington, Fairfax, Falls Church, Fauquier,  
King George, Loudoun, Prince William, Stafford

**Fringe Benefits Required Follow the Occupational Listing**		
OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		15.08
01012 - Accounting Clerk II		16.92
01013 - Accounting Clerk III		22.30
01020 - Administrative Assistant		31.41
01040 - Court Reporter		21.84
01051 - Data Entry Operator I		14.38
01052 - Data Entry Operator II		15.69
01060 - Dispatcher, Motor Vehicle		17.87
01070 - Document Preparation Clerk		14.21
01090 - Duplicating Machine Operator		14.21
01111 - General Clerk I		14.88
01112 - General Clerk II		16.24
01113 - General Clerk III		18.74
01120 - Housing Referral Assistant		25.29
01141 - Messenger Courier		13.62
01191 - Order Clerk I		15.12
01192 - Order Clerk II		16.50
01261 - Personnel Assistant (Employment) I		18.15
01262 - Personnel Assistant (Employment) II		20.32
01263 - Personnel Assistant (Employment) III		22.65
01270 - Production Control Clerk		22.03
01280 - Receptionist		14.43

01290 - Rental Clerk	16.55
01300 - Scheduler, Maintenance	18.07
01311 - Secretary I	18.07
01312 - Secretary II	20.18
01313 - Secretary III	25.29
01320 - Service Order Dispatcher	16.98
01410 - Supply Technician	28.55
01420 - Survey Worker	20.03
01531 - Travel Clerk I	13.29
01532 - Travel Clerk II	14.36
01533 - Travel Clerk III	15.49
01611 - Word Processor I	15.63
01612 - Word Processor II	17.67
01613 - Word Processor III	19.95
05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer, Fiberglass	25.26
05010 - Automotive Electrician	23.51
05040 - Automotive Glass Installer	22.15
05070 - Automotive Worker	22.15
05110 - Mobile Equipment Servicer	19.04
05130 - Motor Equipment Metal Mechanic	24.78
05160 - Motor Equipment Metal Worker	22.15
05190 - Motor Vehicle Mechanic	24.78
05220 - Motor Vehicle Mechanic Helper	18.49
05250 - Motor Vehicle Upholstery Worker	21.63
05280 - Motor Vehicle Wrecker	22.15
05310 - Painter, Automotive	23.51
05340 - Radiator Repair Specialist	22.15
05370 - Tire Repairer	14.44
05400 - Transmission Repair Specialist	24.78
07000 - Food Preparation And Service Occupations	
07010 - Baker	13.85
07041 - Cook I	12.55
07042 - Cook II	14.60
07070 - Dishwasher	10.11
07130 - Food Service Worker	10.66
07210 - Meat Cutter	18.08
07260 - Waiter/Waitress	9.70
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	19.86
09040 - Furniture Handler	14.06
09080 - Furniture Refinisher	20.23
09090 - Furniture Refinisher Helper	15.52
09110 - Furniture Repairer, Minor	17.94
09130 - Upholsterer	19.86
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	10.54
11060 - Elevator Operator	10.54
11090 - Gardener	17.52
11122 - Housekeeping Aide	11.83
11150 - Janitor	11.83
11210 - Laborer, Grounds Maintenance	13.07
11240 - Maid or Houseman	11.26
11260 - Pruner	11.58
11270 - Tractor Operator	16.04
11330 - Trail Maintenance Worker	13.07
11360 - Window Cleaner	12.85
12000 - Health Occupations	
12010 - Ambulance Driver	20.41
12011 - Breath Alcohol Technician	20.27
12012 - Certified Occupational Therapist Assistant	23.11
12015 - Certified Physical Therapist Assistant	21.43
12020 - Dental Assistant	17.18
12025 - Dental Hygienist	44.75
12030 - EKG Technician	27.67
12035 - Electroneurodiagnostic Technologist	27.67



12040 - Emergency Medical Technician	20.41
12071 - Licensed Practical Nurse I	19.07
12072 - Licensed Practical Nurse II	21.35
12073 - Licensed Practical Nurse III	24.13
12100 - Medical Assistant	15.01
12130 - Medical Laboratory Technician	18.04
12160 - Medical Record Clerk	17.42
12190 - Medical Record Technician	19.50
12195 - Medical Transcriptionist	18.77
12210 - Nuclear Medicine Technologist	37.60
12221 - Nursing Assistant I	10.80
12222 - Nursing Assistant II	12.14
12223 - Nursing Assistant III	13.98
12224 - Nursing Assistant IV	15.69
12235 - Optical Dispenser	20.17
12236 - Optical Technician	15.80
12250 - Pharmacy Technician	18.12
12280 - Phlebotomist	15.69
12305 - Radiologic Technologist	31.11
12311 - Registered Nurse I	27.64
12312 - Registered Nurse II	33.44
12313 - Registered Nurse II, Specialist	33.44
12314 - Registered Nurse III	40.13
12315 - Registered Nurse III, Anesthetist	40.13
12316 - Registered Nurse IV	48.10
12317 - Scheduler (Drug and Alcohol Testing)	21.73
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	19.86
13012 - Exhibits Specialist II	24.61
13013 - Exhibits Specialist III	30.09
13041 - Illustrator I	20.48
13042 - Illustrator II	25.38
13043 - Illustrator III	31.03
13047 - Librarian	33.88
13050 - Library Aide/Clerk	14.21
13054 - Library Information Technology Systems Administrator	30.60
13058 - Library Technician	19.89
13061 - Media Specialist I	18.73
13062 - Media Specialist II	20.95
13063 - Media Specialist III	23.36
13071 - Photographer I	16.65
13072 - Photographer II	18.90
13073 - Photographer III	23.67
13074 - Photographer IV	28.65
13075 - Photographer V	33.76
13110 - Video Teleconference Technician	20.39
14000 - Information Technology Occupations	
14041 - Computer Operator I	18.92
14042 - Computer Operator II	21.18
14043 - Computer Operator III	23.60
14044 - Computer Operator IV	26.22
14045 - Computer Operator V	29.05
14071 - Computer Programmer I	(see 1) 26.36
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	18.92
14160 - Personal Computer Support Technician	26.22
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	36.47
15020 - Aircrew Training Devices Instructor (Rated)	44.06
15030 - Air Crew Training Devices Instructor (Pilot)	52.81

15050 - Computer Based Training Specialist / Instructor	36.47
15060 - Educational Technologist	35.31
15070 - Flight Instructor (Pilot)	52.81
15080 - Graphic Artist	26.80
15090 - Technical Instructor	25.08
15095 - Technical Instructor/Course Developer	30.67
15110 - Test Proctor	20.20
15120 - Tutor	20.20
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	9.88
16030 - Counter Attendant	9.88
16040 - Dry Cleaner	12.94
16070 - Finisher, Flatwork, Machine	9.88
16090 - Presser, Hand	9.88
16110 - Presser, Machine, Drycleaning	9.88
16130 - Presser, Machine, Shirts	9.88
16160 - Presser, Machine, Wearing Apparel, Laundry	9.88
16190 - Sewing Machine Operator	13.78
16220 - Tailor	14.66
16250 - Washer, Machine	10.88
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	21.14
19040 - Tool And Die Maker	23.38
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	18.02
21030 - Material Coordinator	22.03
21040 - Material Expediter	22.03
21050 - Material Handling Laborer	13.83
21071 - Order Filler	15.09
21080 - Production Line Worker (Food Processing)	18.02
21110 - Shipping Packer	15.09
21130 - Shipping/Receiving Clerk	15.09
21140 - Store Worker I	11.72
21150 - Stock Clerk	16.86
21210 - Tools And Parts Attendant	18.02
21410 - Warehouse Specialist	18.02
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	27.21
23021 - Aircraft Mechanic I	25.83
23022 - Aircraft Mechanic II	27.21
23023 - Aircraft Mechanic III	28.53
23040 - Aircraft Mechanic Helper	17.54
23050 - Aircraft, Painter	24.73
23060 - Aircraft Servicer	19.76
23080 - Aircraft Worker	21.01
23110 - Appliance Mechanic	21.75
23120 - Bicycle Repairer	14.43
23125 - Cable Splicer	26.02
23130 - Carpenter, Maintenance	21.40
23140 - Carpet Layer	20.49
23160 - Electrician, Maintenance	27.98
23181 - Electronics Technician Maintenance I	24.94
23182 - Electronics Technician Maintenance II	26.47
23183 - Electronics Technician Maintenance III	27.89
23260 - Fabric Worker	19.13
23290 - Fire Alarm System Mechanic	22.91
23310 - Fire Extinguisher Repairer	17.62
23311 - Fuel Distribution System Mechanic	22.81
23312 - Fuel Distribution System Operator	19.38
23370 - General Maintenance Worker	21.43
23380 - Ground Support Equipment Mechanic	25.83
23381 - Ground Support Equipment Servicer	19.76
23382 - Ground Support Equipment Worker	21.01
23391 - Gunsmith I	17.62
23392 - Gunsmith II	20.49
23393 - Gunsmith III	22.91

23410 - Heating, Ventilation And Air-Conditioning Mechanic	23.89
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	25.17
23430 - Heavy Equipment Mechanic	22.91
23440 - Heavy Equipment Operator	22.91
23460 - Instrument Mechanic	22.59
23465 - Laboratory/Shelter Mechanic	21.75
23470 - Laborer	14.98
23510 - Locksmith	21.90
23530 - Machinery Maintenance Mechanic	23.12
23550 - Machinist, Maintenance	22.91
23580 - Maintenance Trades Helper	18.27
23591 - Metrology Technician I	22.59
23592 - Metrology Technician II	23.80
23593 - Metrology Technician III	24.96
23640 - Millwright	28.19
23710 - Office Appliance Repairer	22.96
23760 - Painter, Maintenance	21.75
23790 - Pipefitter, Maintenance	24.63
23810 - Plumber, Maintenance	22.29
23820 - Pneudraulic Systems Mechanic	22.91
23850 - Rigger	22.91
23870 - Scale Mechanic	20.49
23890 - Sheet-Metal Worker, Maintenance	22.91
23910 - Small Engine Mechanic	20.49
23931 - Telecommunications Mechanic I	29.95
23932 - Telecommunications Mechanic II	31.55
23950 - Telephone Lineman	27.41
23960 - Welder, Combination, Maintenance	22.91
23965 - Well Driller	22.91
23970 - Woodcraft Worker	22.91
23980 - Woodworker	17.62
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	12.79
24580 - Child Care Center Clerk	17.77
24610 - Chore Aide	10.57
24620 - Family Readiness And Support Services Coordinator	16.90
24630 - Homemaker	18.43
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	27.30
25040 - Sewage Plant Operator	20.84
25070 - Stationary Engineer	27.30
25190 - Ventilation Equipment Tender	19.49
25210 - Water Treatment Plant Operator	20.84
27000 - Protective Service Occupations	
27004 - Alarm Monitor	20.57
27007 - Baggage Inspector	12.71
27008 - Corrections Officer	22.80
27010 - Court Security Officer	24.72
27030 - Detection Dog Handler	20.57
27040 - Detention Officer	22.80
27070 - Firefighter	24.63
27101 - Guard I	12.71
27102 - Guard II	20.57
27131 - Police Officer I	26.52
27132 - Police Officer II	29.67
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	13.59
28042 - Carnival Equipment Repairer	14.63
28043 - Carnival Equipment Worker	9.24
28210 - Gate Attendant/Gate Tender	13.01
28310 - Lifeguard	11.59
28350 - Park Attendant (Aide)	14.56
28510 - Recreation Aide/Health Facility Attendant	10.62

28515 - Recreation Specialist	18.04
28630 - Sports Official	11.59
28690 - Swimming Pool Operator	18.21
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	23.13
29020 - Hatch Tender	23.13
29030 - Line Handler	23.13
29041 - Stevedore I	21.31
29042 - Stevedore II	24.24
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	39.92
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	26.84
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	29.56
30021 - Archeological Technician I	20.19
30022 - Archeological Technician II	22.60
30023 - Archeological Technician III	27.98
30030 - Cartographic Technician	27.98
30040 - Civil Engineering Technician	26.41
30061 - Drafter/CAD Operator I	20.19
30062 - Drafter/CAD Operator II	22.60
30063 - Drafter/CAD Operator III	25.19
30064 - Drafter/CAD Operator IV	31.00
30081 - Engineering Technician I	22.92
30082 - Engineering Technician II	25.72
30083 - Engineering Technician III	28.79
30084 - Engineering Technician IV	35.64
30085 - Engineering Technician V	43.61
30086 - Engineering Technician VI	52.76
30090 - Environmental Technician	27.41
30210 - Laboratory Technician	23.38
30240 - Mathematical Technician	28.94
30361 - Paralegal/Legal Assistant I	21.36
30362 - Paralegal/Legal Assistant II	26.47
30363 - Paralegal/Legal Assistant III	32.36
30364 - Paralegal/Legal Assistant IV	39.16
30390 - Photo-Optics Technician	27.98
30461 - Technical Writer I	21.93
30462 - Technical Writer II	26.84
30463 - Technical Writer III	32.47
30491 - Unexploded Ordnance (UXO) Technician I	24.74
30492 - Unexploded Ordnance (UXO) Technician II	29.93
30493 - Unexploded Ordnance (UXO) Technician III	35.88
30494 - Unexploded (UXO) Safety Escort	24.74
30495 - Unexploded (UXO) Sweep Personnel	24.74
30620 - Weather Observer, Combined Upper Air Or (see 2)	25.19
Surface Programs	
30621 - Weather Observer, Senior (see 2)	27.98
31000 - Transportation/Mobile Equipment Operation Occupations	
31020 - Bus Aide	14.32
31030 - Bus Driver	20.85
31043 - Driver Courier	13.98
31260 - Parking and Lot Attendant	10.07
31290 - Shuttle Bus Driver	15.66
31310 - Taxi Driver	13.98
31361 - Truckdriver, Light	15.66
31362 - Truckdriver, Medium	17.90
31363 - Truckdriver, Heavy	19.18
31364 - Truckdriver, Tractor-Trailer	19.18
99000 - Miscellaneous Occupations	
99030 - Cashier	10.03
99050 - Desk Clerk	11.58
99095 - Embalmer	23.05
99251 - Laboratory Animal Caretaker I	11.30
99252 - Laboratory Animal Caretaker II	12.35
99310 - Mortician	31.73
99410 - Pest Controller	17.69

99510 - Photofinishing Worker	13.20
99710 - Recycling Laborer	18.50
99711 - Recycling Specialist	22.71
99730 - Refuse Collector	16.40
99810 - Sales Clerk	12.09
99820 - School Crossing Guard	13.43
99830 - Survey Party Chief	21.94
99831 - Surveying Aide	13.63
99832 - Surveying Technician	20.85
99840 - Vending Machine Attendant	14.43
99841 - Vending Machine Repairer	18.73
99842 - Vending Machine Repairer Helper	14.43

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ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.81 per hour or \$152.40 per week or \$660.40 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am.

If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

**HAZARDOUS PAY DIFFERENTIAL:** An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives.

Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**\*\* UNIFORM ALLOWANCE \*\***

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at

<http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

**Enterprise-wide Contractor Manpower Reporting Application (ECMRA)**

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the Walter Reed National Military Medical center via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address <https://doncmra.nmci.navy.mil> .

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk, linked at <https://doncmra.nmci.navy.mil>.